



County Administration Buildings
Belleville, Ontario

2022-NON-GG-271

Business Systems Services Coordinator

Permanent Full-Time

Hastings County has an opening for one (1) **permanent full time Business Systems Services Coordinator** position. This non-union position reports to the Business Systems Services Supervisor in our IT department. The Business Systems Services Coordinator role is to assist in the planning, design, development, coordination and launching of efficient business, financial, and operations systems in support of core organizational functions and business processes. This includes identifying possible/potential systems and applications issues in current, modified or new systems and working towards a resolution of these issues. The Business Systems Services Coordinator is also responsible for generating and compiling systems documentation, preparing user manuals, as well as creating and maintaining process guidelines. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments.

Duties:

- Assist in the assessment and analysis of the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Assist in the planning, design and development of new applications, and enhancements to existing applications.
- Identify and participate in the testing, research and resolution of systems and applications issues.
- Prepare and present business cases to make recommendations for the need of particular systems software, technology, write systems documentation, and prepare user manuals and process guidelines.
- Provide guidance and/or instruction to staff in other departments in both technical and user-friendly language.
- Assist in the administration and maintenance of end user accounts for department specific software and systems.
- Assist with the management and maintenance of the structure, content and integrity of the external company website and the in-house intranet.
- Maintain and ensure the security and confidentiality of databases and data transferred both internally and externally.
- Engage decision makers, systems owners, and end users to define business, financial, and operations requirements and systems goals, and identify and resolve systems issues.
- Develop and maintain process documentation of updated, modified and new business systems.
- Evaluate and participate in design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
- Work with the Business Systems Services Supervisor to investigate various software and hardware products to justify recommendations and to support purchasing efforts.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track, and adjust project milestones and deliverables to ensure projects are met on time and within allocated budgeted resources.
- Work with departmental end users to explain the systems development process, interview end users and gather information required to clarify needs and desired system changes and explain systems development recommendations.
- Work with end users and members of the project team to prioritize collected project data and requirements.
- Assist in the preparation and delivery of reports, recommendations, or alternatives that address existing and potential areas of risk in operating systems across the organization.
- Perform in-depth value analysis including end-user reviews, for modified and new systems, and other post-implementation support.

- Participate in the orientation and training needs to end users for all updated, modified and new systems.
- Work with new and existing system providers to develop, test and implement integrations and process changes.
- Other duties as may be required from time to time.

Minimum Qualifications:

- 2 or 3 year College diploma or university degree in the field of business administration, computer science, or management information systems as well as 2 – 3 years’ work experience with a focus on business system analysis, support, implementation and upgrade would be a definite asset
- Working knowledge of Visual Basic, XML, and PHP programming languages, databases (MS SQL Server) and related tools
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs and flow charts; extensive experience and knowledge using core software applications including Office 365 Suite, Microsoft Project, and Visio
- Knowledge of design, development, and implementation of software and hardware solutions, systems, or products; demonstrated project management skills
- Demonstrated Project Management skills including planning, organizing and managing all aspects of the project management life-cycle
- Knowledge of methods/technologies for systems analysis, design and development needs
- Working knowledge of client/server environments, and LAN/WAN networking
- Knowledge and working experience with the following Operating systems: Windows 10, and 11
- Knowledge and understanding of client/server interoperability and general knowledge of Windows Server 2008, 2012, and 2016
- Must have a valid driver’s license and reliable transportation for travel to remote sites
- Occasional evening and weekend work to meet deadlines
- Significant ability to maintain confidentiality.
- Excellent analytical, mathematical, and creative problem-solving skills
- Excellent listening, interpersonal, written, and oral communication skills
- Logical and efficient, with keen attention to detail
- Strong customer service orientation
- Experience working in a team-oriented, collaborative environment

Salary Range: \$62,464-\$73,056 per annum, with excellent fringe benefits

Please send resume and cover letter by email to: careers@hastingscounty.com

Quote: 2022-NON-GG-271 – “Your Name” in the subject line

CLOSING DATE: Friday, August 12, 2022 by 4pm

Juliana Alvarez-Molina
Human Resources Advisor
Talent Management & Acquisition

In accordance with the Municipal Freedom of Information and Protection of Privacy Act, personal information collected will be used only for the purposes of this employment opportunity. We thank all candidates who apply but advise that only those persons selected for an interview will be contacted. The County of Hastings is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Please contact us if you require this posting in an alternate format. If contacted for an employment opportunity, please advise Human Resources if you require accommodation. The successful candidate will be required to provide a clear Criminal Record Check and/or Vulnerable Sector Check and proof of being fully vaccinated against COVID-19 or eligible approved exemption by Hastings County.