



JOB OPPORTUNITY TORONTO POLICE SERVICE

Date Posted:	March 02, 2010	Closing Date:	March 16, 2010
Position:	Senior Analyst	Vacancies:	One
Department:	IT Governance Management	Duration:	Permanent
Location:	40 College Street	Job Type:	Union
Salary Level:	\$81,533.53 to \$94,810.34		

***** RESUMES SUBMITTED *WITHOUT AN ACCOMPANYING*
APPLICATION FORM WILL NOT BE ACCEPTED *****

Summary of Function:

Analyses user requirements for large, complex systems. Assesses feasibility, recommends solutions to problems, prepares user documents, monitors testing and implementation.

Duties and Responsibilities:

Represents the Unit at Working Groups and Re-structuring committees. Creates and delivers presentations about the Unit to other TPS Units and outside agencies.

Analyses user and TPS requirements. Determines user requirements and reviews client problems. Builds business area and Service-wide business and information models. Undertakes business area analyses. Provides analysis and potential solutions to meet complex requirements on large projects. Builds a prototype of the recommended solution.

Assesses system feasibility. Analyses system feasibility and recommends alternative solutions to meet user and Service requirements. Reviews problems and requirements with various levels of user groups. Recommends potential solutions and, where appropriate and with the approval of the Project Leader, acts on solutions to user problems and conflicts.

Develops and enforces system development standards. Researches, prepares, presents and enforces standards and procedures. Designs and produces reports and documentation. Creates user documentation, including user guides, on-line help and training material.

Participates in the development of project scope. Develops project schedules and resource requirements for assigned projects for the review and approval of the Project Leader. Assists in monitoring the status of project plans.

Plans, designs, develops, and customizes complex business application systems. Provides system support to production applications.

Prepares system test plans. Defines tests and expected results. Conducts unit, system, performance, stress and volume tests. Monitors user acceptance testing and responds accordingly. Co-ordinates pilot testing. Monitors and evaluates results.

Plans implementation and conversion schedules and methods.

Coordinates the daily activities to junior staff to meet project schedules. Participates in hiring interviews.

Liaises and communicates with users at all levels, with vendors and with members of government and external agencies.

Assists in the preparation of project budgets and contracts. Assists in the selection of consultants and vendors to provide Hardware/Software.

Trains users in the use of the small to mid-sized applications.

Maintains current knowledge of trends in technology and introduces new approaches as appropriate.

Performs typical duties inherent to the position.

Requirements:

To be considered for this position, you must meet the following requirements:

Must not have been convicted of a criminal offence for which a pardon has not been obtained. If a pardon was obtained, proof of pardon must be provided. If a conditional or absolute discharge has been received, proof that the RCMP has sealed the records must be provided.

Must have conformed, presently conform and continue to conform to the Services Core Values.

A three year College or University Degree in Computer Sciences or Business Administration, or an equivalent combination of education and/or training and experience.

ITIL v3 Foundation Certification and at least two ITIL Practitioner or Lifecycle or Capability course certifications.
COBIT Foundation course or an equivalent combination of education, training and experience.
Minimum five years technical experience in progressively responsible positions related to ITIL process development and implementation.

Experience and knowledge in the following areas is required:

- Information technology service management or operational process creation (research, information gathering, analysis, modelling, diagramming, documenting)
- Technical writing

Formatted: Bullets and Numbering

Preferred requirements:

Applicants who meet the preferred requirements will receive priority in this process:

- ITIL Service Manager certification
- Training in project management, ideally with a certification from PMI (Project Management Institute).

Rated Competencies:

Competencies may be measured through various selection tools such as test(s) and/or interview:

- Highly motivated and results oriented.
- Excellent written and verbal communication skills.
- Strong interpersonal skills
- Excellent analytical abilities.
- Innovative outlook with strong problem-solving skills.
- Strong technical writing skills.
- Proficient in the use of MS Office and Visio software.
- Detailed knowledge of an enterprise information technology service management service.
- Experience using an enterprise project management tool.
- Ability to deal effectively with all levels of management and staff, consultants and vendors.

Probationary period is six months.

How to apply:

Please complete and submit an Application for Civilian Position. This form is available, in person, from the Employment Unit, 2nd Floor, Toronto Police Service, 40 College Street, Toronto, Ontario, M5G 2J3 or on-line from our website at www.torontopolice.on.ca. Once completed, you may fax to (416) 343-9591, email to careers@torontopolice.on.ca or mail/hand-deliver to the address shown above.

Contact for information: Deirdre Ostrom-Peake, A/Senior Civilian Staffing Advisor, Employment Unit Tel. No. (416) 808-7137
Job Information Line: Tel. No. (416) 808-7134

We thank all applicants for applying, however, only those candidates selected for testing/interview will be contacted.

Toronto Police Service supports equal opportunity initiatives