

JOB POSTING Systems Analyst

Rhyzome Networks is an affiliate company of Festival Hydro Inc. Both companies collectively serve over 20,000 customers in seven municipalities. Rhyzome Networks provides a data infrastructure operating a 70km gigabit fibre optic grid and city wide 802.11N/AC Wi-Fi wireless zones throughout Stratford and St. Marys. Wholly owned by the City of Stratford, Rhyzome is critical to the City's strategy to establish Stratford as a digital technology centre and an internationally recognized intelligent community. Festival Hydro is a local distribution company (LDC), also owned by the City of Stratford. Festival Hydro is a progressive utility that supports an ongoing commitment to customer and operational excellence.

For more information on Rhyzome Networks, please visit <https://rhyzome.ca/>

For more information on Festival Hydro, please visit <https://festivalhydro.com>

As the **Systems Analyst**, you will be the primary administrator responsible for key line of business applications including Customer Information System, Accounting, Smart meter platforms and related systems. While this role is primarily focused on the key responsibilities, we are a small team and require a wide variety of both operational and project support to both organizations. Cross training on other areas of responsibility will be part of the position and the successful candidate will have exposure to a wide variety of technologies.

This is a full-time position reporting to the IT Manager and includes a comprehensive benefits package and retirement savings.

Essential Functions and Responsibilities

- Monitoring and adopting changes in regulatory requirements in the managed systems and services in coordination with the Customer Services Manager.
- Work with additional departments to assist users with defining and documenting functional requirements, data requirements and operational constraints related to updates to the core LOB applications.
- Manage an IBM iSeries AS/400 system including backups, partition management, change management for custom code development.
- Work with all FHI stakeholders when planning and implementing infrastructure changes/updates to AS400 environment and these are scheduled in accordance with business need.
- Coordinate with vendors and third parties to support and manage changes to various systems.
- Management of technical systems related to smart meter data collection and management.
- Smart meter data flow management including monitoring for data exceptions, resolving metering and billing data or program issues, ensuring the accuracy and timely resolution of issues.
- Ensure DR plans for LOB's are accurate, kept updated to reflect any environmental or procedural changes and the backup data is tested as per the DR schedule to minimize any risk associated with the loss of customer data.
- Propose strategies for exploiting new technologies and techniques within industry and analyze solutions presented by third parties to ensure the business need is being met.
- Document and maintain IT procedures, policies and other documentation as required.

- Work with IT Manager to deliver required updates to IT Infrastructure in accordance with security framework.
- Work with all IT members to provide support for Rhyzome Networks as required.
- Involvement with all aspects of cyber security including implementing improvements along with ongoing monitoring and detection.
- Work with other IT personnel, vendors, and users to plan, coordinate, and implement system maintenance and security measures.
- Out of hours support for Festival Hydro and Rhyzome Networks will be required as a function of this role. This will require being on call on a rotational basis.
- Perform other IT tasks as assigned, to include other departmental requests and special projects.

Required Technical Skills/Professional Abilities:

- Post-secondary education in the field of IT (Computer programming, Computer systems Technician, Computer Science, IT Infrastructure).
- 4-6 years minimum experience in a related role.
- Project management experience, including requirements documentation, proposal review, testing and QC validation of solutions.
- Proven skills with software testing and quality control is essential.
- Experience with Windows and Linux OS.
- Proficiency in AS400 CL, SQL, and COBOL is preferred.
- Experience with enterprise level software such as SECM, 3CX, Exchange, InisghtVM, ServiewCom, Lansweeper, etc.
- Intermediate to expert level with Windows Server operating systems and Active Directory (Domain Controllers, IIS, GPO, DNS, DHCP, etc.).
- Excellent organizational, project management and interpersonal skills with the ability of effectively communicate with team members and all FHI stakeholders.
- Ability to work in a fast paced, demanding, challenging, multi-tasking environment and organize priorities based on deadlines and importance of tasks.
- Driver license and clean abstract.

Personal Skills and Abilities

- Excellent communication with non-technical peers.
- Strong interpersonal skills and the ability to effectively communicate with team members to derive problems and determine needs.
- Ability to show versatility and resourcefulness when problem solving.
- Ability to work independently and effectively as part of a team.
- Ability to work in a fast paced, demanding, challenging, multi-tasking environment and organize priorities based on deadlines and importance of tasks.
- Attention to detail, willingness to learn/self-teach with good analytical skills.
- Ability to effectively work within a small group of professionals to achieve shared and personal goals.
- Continuous drive for learning, pushing technical limits, and finding new solutions.
- Sense of creativity when developing solutions to deal with multiple types of issues from team members.
- Detail oriented, ensuring accuracy of information, and diligence in documentation.



Interested candidates may apply by emailing their resume and cover letter to hr@festivalhydro.com by May 26, 2022. Please reference “**Systems Analyst**” in the subject line.

We thank all applicants for their interest but advise that only those selected for an interview will be contacted. Accommodations are available during all aspects of the recruitment process. Applicants contacted for an interview are asked to make their needs known in advance.