# HAMILTON POLICE SERVICE (HPS)
## Career Opportunity

### Application Support Developer – Temporary Full Time

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| **Posting#** | #2025-002 |
| **JJR#** | TBD |
| **Job Title:** | **Application Support Developer** |
| **Civilian/Sworn:** | Civilian |
| **Status:** | Temporary Full Time (up to 24 months) |
| **Department/Unit:** | Information Technology (IT) Services |
| **Salary Grade:** | Schedule 10E |
| **Salary Range:** | $42.746 to $50.292 per hour (as of January 1, 2024) |
| **Hiring Rate:** | $42.746 per hour |
| **Posting Date:** | January 17, 2025 |
| **Closing Date:** | January 31, 2025 |
| **Primary Job Location:** | 155 King William Street, Hamilton, ON; |
| **Hours of Work:** | 8:30–4:30 typically, Monday to Friday; providing on-call support as needed |
| | <u>Position will be required to work onsite until training is completed. Upon the completion of the 6 month training period, there is the opportunity for remote work, up to 2 days per week</u> |
| | **Scheduled start date is March 3, 2025** |

## SUMMARY

**About HPS**

Hamilton Police Service is comprised of four divisions, plus a training facility, that provide frontline and investigative services to Hamilton's more than 620,063 residents.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

**Position Summary:**

Reporting to the Supervisor, Business Applications & Solutions and working closely with the NicheRMS Support Team, the Application Support Developer will assist in the upgrade of the NicheRMS Police Records Management System Application. In addition, they will assist in ongoing maintenance and support of Hamilton Police Service (HPS) databases and interfaces including the Niche Records Management System platform. The incumbent will also be required to provide support and development for users, drawing upon their strong customer service and technical expertise.

**Duties include, but not limited to;**

- Participate in the NicheRMS Universal App Upgrade Project and assist in the implementation, configuration and testing of its' platform.
- Participate in the development and maintenance of program documentation for HPS applications including NicheRMS, as required.
- Assist development team in ensuring the stability and reliability of data access and quality across the Service through database support and maintenance, including user access and security rights and permissions.
- Assist in development and deployment of tools for data extraction, queries, and data manipulation in accordance with established business processes.
- Apply vendor patches/upgrades and end-user enhancement requests following internal change management procedures.
- Participate in the testing, training, implementation and support of new applications, and enhancements to existing applications.
- Collaborate with the IT team, Business users and related project teams to design, develop and implement solutions for the delivery of various technology related project initiatives. This may include new releases, software installations and system integrations.
- Present ideas and recommendations for new initiatives and develop efficiencies through automation or process improvements.

- May be required to provide call-in duties to support the business after hours.
- Performs other duties, as assigned, which are related to the major responsibilities of the job.

**Supervisory Responsibilities:** Not applicable.

**Working Conditions:** Office environment, with open concept. Some travel within the Service may be required. Exposure to highly confidential and sensitive information which cannot be shared except in the course of judicial proceedings or pursuant to the order of a Command Officer or Supervisor. Remote work up to 50% may be approved after training has been completed and with confirmation of appropriate remote office workspace.

**Physical & Sensory Demands/Dexterity:** Assignments will involve activities such as reading, writing, keyboarding, talking, listening, sitting, standing and walking. Critical thinking, decision making within established practices and operating processes.

**Education:** Minimum three (3) year Community College Diploma in Computer programming, systems or University Degree in the field of Computer Science or equivalent.

**Experience:** Minimum two (2) years combined experience with business applications support, systems integration, and database development and administration.

**Certifications & Licenses:** Valid Class G Driver's License, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges.

**Skills & Competencies:**
- Experience supporting enterprise business applications, especially Records Management Systems
- Working knowledge and experience of the following technical skills (listed by importance):
  - Microsoft SQL Server: database backup and restore, SQL queries, access security, performance management & tuning, reporting, operational support.
  - XML/XSLT
  - Batch scripting: Python, PowerShell
  - Visual Studio
  - C# application development
  - Integration Services Projects: creating and maintenance of DTSX packages
  - Internet Information Services (IIS) and web services
  - Microsoft Access databases, as well as Network and cloud concepts are considered beneficial for this role
- Understanding and hands on experience of application/system design, programming methods and best practices using System Development Life Cycle (SDLC).
- Experience working in various delivery models including Waterfall, Iterative and/or Agile.
  Well organized, capable of managing multiple tasks, and a flexible approach to work assignments.
  Excellent and effective oral and written communication skills required; must be able to effectively communicate with team members, business collaborators and vendors.
  Effective interpersonal skills; must be able to work co-operatively with others within a team environment.

## INTERESTED IN THE POSITION?

Kindly submit your application (i.e. updated cover letter and resume) via email by indicating the posting number in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **January 31, 2025**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Hamilton Police Service is also committed to a fair and equitable recruitment and selection process, as well as in building, mentoring, and retaining a talented and diverse workforce representative of the communities we serve.
We remain committed to creating a workplace culture that is inclusive and reflects the diversity of the communities we serve. We strongly encourage applications from diverse communities, including Indigenous peoples, persons from racialized groups, 2SLGBTQIA persons, persons with disabilities, those who are able to speak fluently in another language(s) as well as anyone committed to a rewarding career in public service.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

In accordance with the Ontario Human Rights Code (OHRC) should you require an accommodation at any time during the recruitment and selection process we encourage you to notify the Human Resources @ recruiting@hamiltonpolice.ca

We thank everyone for their expressed interest and appreciate the time you've taken to submit you application.  However, due to limitations only those selected for employment testing and/or an interview will be contacted.