
CITIZENS FIRST THROUGH SERVICE EXCELLENCE

*We have an exciting Full Time Unionized opportunity in the **Environmental Services Department** for an experienced and motivated individual.*

**Technical Analyst, Compliance and Operational Support
(FILE #J0425-0175)**

As one of Southern Ontario's fastest growing cities, with its mix of urban and rural areas, Vaughan is an in-demand place to live and work. Vaughan is considered one of Canada's most family friendly cities with a dynamic and diverse population of over 300,000. With one of the top performing economies, a growing tourism industry and an enviable portfolio of recreational and cultural venues, this is the place where you want to be.

Responsible for:

Reporting to the Manager, Compliance and Operational Support, the Technical Analyst, Compliance and Operational Support is responsible for supporting the delivery of operational and minor capital projects, maintenance initiatives, regulatory compliance activities, data analytics, customer service quality assurance, and development activities. This position provides technical expertise, advice, assistance and guidance with respect to water, wastewater, and stormwater regulatory compliance and ensures the appropriate review of development applications, billing matters, water metering inquiries, customer support escalations, and by-law processes. The Technical Analyst, Compliance and Operational Support is required to liaise within the department and interdepartmentally as well as with external Consultants, Contractors, and agencies, and is responsible for performing data analytics and quality control checks, providing end user software support and training, and assisting with associated reporting, customer service, and process improvements.

At employee request, this position is eligible to take part in our hybrid work model as outlined in the City's Alternative Work Arrangement Policy.

Qualifications and experience:

- Successful completion of a Community College Diploma in a three (3) year Civil Engineering Technology program or a University Degree in Civil Engineering, Environmental Science, or related discipline.
- Minimum of three (3) years of experience supporting regulatory compliance and/or providing operational support related to municipal drinking water, wastewater, and/or stormwater systems.
- Excellent understanding of municipal water infrastructure.
- Knowledge of the Safe Drinking Water Act, Ontario Water Resources Act, Environmental Protection Act, Occupational Health and Safety Act and all other applicable legislation, regulations, codes, and standards.
- Knowledge of SCADA system planning, operation, and maintenance, asset management platforms (Innovyze InfoAsset Manager), GIS, enterprise resource planning software (JD Edwards), and customer relationship management systems.
- Proven ability to work with data and develop operational programs which are flexible and goal oriented; coupled with the ability to critically evaluate alternatives and prioritize activities to successfully meet deadlines.
- Analytical, problem solving, and strong mathematical skills required to perform technical and scientific calculations. Technically competent in water quality and quantity control.
- Demonstrated knowledge of water resource and watershed management principles, management practices and planning approaches (such as land-use or water management planning).
- Proven knowledge of and ability to interpret and apply existing water, wastewater, and stormwater related legislation, policies, strategies, and agreements.

- Knowledge of data and information analysis and interpretation techniques and software such as word processing, spreadsheets, water resource databases, presentation and project management tools.
- Knowledge of all project phases (including conceptual design, pre-design, detailed design, and construction administration).
- Strong and effective report writing and project management skills, with the ability to achieve program objectives successfully and coordinate the efforts of multi-disciplinary project teams while working within tight deadlines and approved budgets.
- Excellent oral and written communication skills with the ability to communicate with all levels of staff, stakeholders, and the general public, effectively communicating technical information to both non-technical and technical audiences.
- Strong interpersonal, leadership, and team building skills.
- Excellent analytical skills with the ability to analyze data, perform calculations, and work with large amounts of data.
- Proficient computer skills in Microsoft Office (Word, Excel, Power Point, and Outlook).
- Experience with project management software tools.
- Knowledge and experience working with ArcGIS 10.x and ESRI suite of GIS software.
- Knowledge of information technology solutions including, Geographic Information Systems, Relational Database Management Systems including GeoDatabase, application development lifecycle, Microstation, AutoCAD.
- Expertise in designing data visualization and enabling others to quickly grasp complex data concepts.
- Ability to work independently.
- Knowledge of and demonstrated ability in the City's core competencies and relevant functional competencies.
- Possess a valid Ontario "G" Driver's License, in good standing, with access to a reliable vehicle for corporate use.

Preferred Qualifications:

- Professional Engineer (P.Eng.) licensed by Professional Engineers Ontario OR a Civil Engineering Certified Engineering Technologist (CET).
- Project Management Professional (PMP) certification from the Project Management Institute.
- MECP certification/licensing as a Water Quality Analyst or as a Water Distribution Operator or as a Water Distribution Operator or Wastewater Collection Operator is an asset.
- Five (5) years of experience supporting regulatory compliance and/or providing operational support related to municipal drinking water, wastewater, and/or stormwater systems.

Working Conditions

- Standard office environment. The incumbent will be required to complete site visits.
- Ability to work outside regular business hours, as required.

In addition to offering a competitive compensation package, we have a strong focus on health and wellness, including fitness facilities and family-focused benefits.

If you are an energetic person who is interested in bringing your knowledge and passion to the City of Vaughan, please apply on or before Thursday July 17th at: [City of Vaughan - Technical Analyst, Compliance and Operational Support](#)

Please note that only candidates selected for interviews will be contacted.

The City of Vaughan is committed to diversity and inclusivity in employment and welcomes applications from qualified individuals of diverse backgrounds. The City of Vaughan is also committed to providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs.