

Job Posting – 02-2026
Business Systems Administrator
Posting Date: January 28, 2026
Number of Vacancies: 1

Organizational Overview

Peterborough Housing Corporation (PHC) owns and manages approximately 1,300 units of senior, single and family units throughout the city and county providing a home to approximately 4,000 people. Our buildings vary in age, with some being 50 years old, alongside recently renovated structures and new constructions completed within the last four years. PHC is focused on ensuring that we remain an innovative high performing corporation within the communities we serve.

Position Summary

Reporting to the Director of People and Culture, the Business Systems Administrator is responsible for maintaining, analyzing, and optimizing PHC's business systems and data. This role ensures accurate, secure, and efficient operation of business systems, supports process improvement initiatives, and provides actionable insights for operational and strategic decision-making.

The Business Systems Administrator is responsible for implementing PHC's data strategy as well as developing and preparing reports and ensuring the availability of timely and accurate dashboards to inform business decisions.

The role liaises with PHC's IT shared services provider to ensure the stability, security, and efficiency of the organization's IT infrastructure. This position requires a high level of engagement and collaboration across the organization to understand, access, document and make recommendations for the overall performance of PHC's business solutions and operating systems.

The role is responsible for overseeing the lifecycle management of staff-issued technology devices, and related equipment. This includes establishing standards and protocols for device provisioning, configuration, security, replacement, and decommissioning.

Main Responsibilities

Business Systems Coordination: Serves as the internal expert for PHC's business systems, actively monitors the systems' performance to meet business goals and ensure alignment with organizational priorities, policies, and risk requirements. Is the first point of contact for issue resolution and liaises with the business solution vendor for resolution as the technical expert for business solutions, supporting internal users by providing training, coaching and guidance on the overall functionality of the system and promoting consistent, standardized use across the organization.

Data Management & Analysis: Supports the implementation of PHC's data strategy by developing and/or recommending systems to support the collection and validation of accurate data across all business portfolios. Develops and maintain data management documentation, including data definitions and standard operating procedures.

Process Improvement: Evaluates all system operations and identify opportunities to streamline workflows and optimize system usage across divisions. Develop workflow maps to standardized key processes to improve efficiency. Recommends opportunities to increase automation, integration, and system optimization initiatives.

Systems Administration Duties: Manage user accounts, access permissions, and security roles across all business. Ensure compliance with security protocols, access directives, and regulatory requirements. Oversee the lifecycle management of staff-issued technology devices, including inventory tracking, standardization, replacement planning, and decommissioning.

Stakeholder Support & Collaboration: Collaborate with operational teams to understand system and data requirements and translate business needs into system solutions.

Project Management Support: Leads in the planning, tracking, and delivering system or data-related projects from initiation through implementation. Monitor project milestones, document progress, and escalate issues as needed.

Required Qualifications and Experience:

- University Degree in a related computer discipline along with formal business training, or the equivalent combination of education and work experience.
- Project Management processes, including planning execution, monitoring and reporting.
- Demonstrated working knowledge of MS Office software and other applications/platforms such as relational database systems, computerized workflow management systems, Sharepoint and Analytics Tools (e.g. Tableau, PowerBI).
- Working knowledge of process improvement tools (ie: LEAN, Six Sigma, Kaizen) to drive operational improvements.
- Knowledge of enterprise business systems administration, including system configuration, user access roles, security roles, data governance, and lifecycle best practises.
- Knowledge of change management principles as they relate to system upgrades, configuration changes, and enterprise-wide implementations.
- A minimum of 7 years' experience in providing project/business solution implementation analysis and support in data management systems, data integrity and security and privacy.
- Demonstrated experience acting as a system lead administrator for enterprise business systems.
- Prior experience creating and maintaining process documentation, standard operating procedures and system workflow diagrams.
- Experience supporting organization-wide system adoption, including training, and post-implementation stabilization.
- Experience leading project teams and collaborating with stakeholders to map business process, identify gaps or inefficiencies, redesign processes, implement changes and measures outcomes.
- Experience coordinating with external vendors and service providers to resolve complex system issues and implement enhancements.
- Experience building and maintaining data models, metrics, dashboards and KPI's.
- Experience supporting, configuring, or troubleshooting IT systems and applications.
- Experience assessing and mitigating system-related risks, including data integrity, access controls, and business continuity.
- Satisfactory Police Record Check

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- Valid Driver's license and access to an appropriately insured vehicle.

Application Information

Hourly Rate:	Start rate: \$41.10/hr Range: \$41.10 - \$47.16/hr	Classification:	Unionized - CUPE 504.2
Employment Status:	Permanent Full-Time 35 hours per week 8:30 am to 4:30 pm		
Location:	Peterborough	Competition Number:	02-2026

Qualified applicants are invited to submit one file containing a résumé and cover letter quoting file number **02-2026 no later than 4:00 p.m. February 11, 2026**, to PHC_HR@ptbohousingcorp.ca.

In accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, Peterborough Housing Corporation will work collaboratively and respectfully with you in all stages of the recruitment process and throughout your employment. If you require accommodation at any stage of the hiring process, please advise Human Resources.

The personal information submitted for employment is collected under the Freedom of Information and Protection of Privacy Act and will be used to determine eligibility for employment. We thank you for your application but advise that only those selected for an interview will be contacted.