



HAMILTON POLICE SERVICE

Career Opportunity: **SENIOR APPLICATION SUPPORT SPECIALIST** (1 position available)

Posting #	#2026-006	JJR#	110
Job Title	Senior Application Support Specialist	Civilian/Sworn	Civilian
Status	Full time Permanent	Department/Unit	Business Applications & Solutions
Salary Grade	Schedule 12E	Hiring Rate	\$50.622 per hour
Salary Range	\$105,577 to \$124,202 per annum (January 2025 rates)		
Posting Date	February 10 th , 2026	Closing Date	February 25 th , 2026
Primary Job Location	Central Police Station, 155 King William St, Hamilton, ON		
Hours of Work	Monday to Friday, 8:00 am to 4:00 pm		

SUMMARY

About HPS

HPS patrols 1,113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

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 of Business Applications & Solutions, the Senior Application Support Specialist will provide guidance and mentorship to Application Support Specialists and other IT team members in the maintenance and support of enterprise-wide and departmental applications and

solutions. They will provide technical recommendations on new and existing applications and solutions and design and implement highly available, scalable, on premise and cloud-based solutions to meet the needs of the organization that align with industry best practices.

Duties include, but not limited to:

- Demonstrate effective mentorship and hands-on technical leadership to Application Support Specialists during project implementation and ongoing operational support, to ensure alignment with best practices to meet the organizations' strategic objectives.
- Provide hands-on technical leadership on IT Applications & Solutions projects, with focus on the implementation and support of applications, databases, APIs and software services in a cross-platform environment.
- Provide ongoing oversight and Tier 3 support for the business application support portfolio, in troubleshooting issues, analyzing logs and diagnosing problems.
- Recommend and lead implementation of changes to on premise Database and Applications architectures, considering scalability, performance, security, and usability.
- Participate in the development of IT strategic and operating plans, roadmaps and standards for the application portfolio and database platforms to align with long-term business objectives.
- Prepare and maintain Architecture designs and artifacts for applications and systems, understanding and identifying all of the interactions between systems and components.
- Collaborate with the Crime Analytics unit to support their current and future business intelligence and data warehouse requirements, including database replication, reporting and data growth.
- Stay up to date with latest IT technologies, frameworks, and industry trends through research and connecting with vendors and public safety partners.
- Use technical knowledge to assist in preparing business cases for IT solutions.
- Work with project managers and project teams to develop project schedules and resource plans for implementation projects.
- Work closely with IT Infrastructure specialists to ensure optimum performance for new systems integrated into the production environment.
- Provide 24/7 on call support as needed.
- Perform other duties as assigned, which are related to the major responsibilities of the job.

Supervisory Responsibilities:

Provides functional supervision to the Applications Support Specialists (up to 4 members).

Working Conditions:

Regular office environment in a secure area of the building.

Physical & Sensory Demands/Dexterity:

Assignments will involve activities such as reading, writing, keyboarding, talking, listening, sitting, walking and standing.

Training:

On-the-job training will be provided.

Education:

Minimum three (3) year Post-Secondary diploma or Degree in Computer Systems Engineering, IT, Software Engineering, Computer Science, or a related field.

Experience:

Minimum of six (6) years of experience in Application Development and Database Support or similar role and demonstrated ability in architecting and delivering high availability enterprise solutions.

Leadership experience providing technical direction to IT professionals required.

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.

Certification in Enterprise Architecture is an asset.

Skills & Competencies:

- Demonstrated effective mentorship and hands-on leadership of a technical team in deploying and maintaining enterprise business applications, especially Records Management and Computer Aided Dispatch systems.
- Strong analytical and problem-solving abilities to identify root causes of issues and implement effective solutions in a 24/7 environment.
- Excellent communication and collaboration skills to work effectively with cross-functional teams and stakeholders. Ability to present technical solutions to senior leaders effectively.
- Experience with all aspects of applications architecture and the full technology stack, including web application design, data modelling and database design, security and infrastructure.
- In-depth experience of data integration techniques such as batch processing, real-time data streaming, ETL processes and best practices, with proficiency in industry-standard API frameworks and protocols such as REST, SOAP.
- Expert knowledge and experience in the following technical skills (listed by importance):
 - Microsoft SQL Server;
 - XML/XSLT, Java Scripting, Perl, JSON, React;
 - Batch Shell scripting, Python 3.0, PowerShell;
 - Visual Studio with C# application development.
- Experience supporting applications on Microsoft Windows Servers in a Virtual Server environment.
- Expert knowledge of M365 suite of products including SharePoint Online.
- Understanding of Cloud computing platforms and technologies including Microsoft Azure and Amazon Web Services, and experience developing for mobile platforms.
- Knowledge of ITIL framework and Agile methodologies, and understanding of version control systems, change management and release management practices.

INTERESTED IN THE POSITION?


Submit your application (i.e. updated cover letter and resume) via email by indicating the posting number **#2026-006** in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **Wednesday, February 25th, 2026**. Please be advised we do not currently use AI technology as part of our screening and selection process.

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

Accommodations: Hamilton Police Service is committed to equitable and accessible hiring practices. Accommodation during the recruiting process is available upon request, please let us know should you have any needs.

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





At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.