

**BUSINESS ANALYST, INFORMATION SYSTEMS****POSITION SUMMARY**

The Business Analyst, Information Systems (IS) is responsible for the project management of key strategic Information Services projects and overall support and management of the Service Desk Analyst team. The Business Analyst works closely with all levels of management and other key stakeholders to project plan, design, develop, coordinate and manage the implementation of efficient and cost-effective systems and technology solutions.

As an integral member of the Information management team, the Business Analyst will have an understanding of the operations overall, will work effectively and collaboratively with all levels of the organization and will be committed to the value, integrity and wellness of the organization. The Business Analyst will carry out the duties in alignment with the organization's mission, vision and values, and work to further its priorities.

**SUPERVISION RECEIVED**

Works under the supervision of the Manager, Information Services.

**SUPERVISION EXERCISED**

- Service Desk Analysts
- Contract providers associated to projects, as necessary

**CORE COMPETENCIES**

- Demonstrates the core Corporate competencies: Professionalism, Respect and Integrity; Client Service Orientation; Accountability, Commitment and Perseverance; Communication; Innovation/Process Improvement; and Teamwork
- Demonstrates the core Leadership Competencies: Corporate Accountability; Leading People; and Personal Effectiveness

**KEY RESPONSIBILITIES AND ROLE EXPECTATIONS**Staff Leadership

- Collaborates with Human Resources to attract, hire and retain top talent
- Creates a high performance environment by setting clear, realistic goals and work plans and providing open and consistent feedback and coaching
- Monitors and evaluates performance of directly reporting staff; holds staff accountable for goal achievement and results, promoting learning, and personal growth

- Mentors directly reporting staff, and provides an engaging environment where team members are motivated to achieve goals
- Works to build an inclusive and productive continuous improvement environment that promotes collaboration, teamwork; setting performance standards and providing relevant feedback
- Recognizes and celebrates the successes of individuals and teams

#### Operational Leadership

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Federal, Provincial and Municipal statutes  
Performs the responsibilities of the position consistent with the Operational policies of the County
- Contributes to the IS operational and strategic planning processes, including fostering innovation, project planning, and organizing the allocation of resources for assigned projects
- Oversees provision of end-user services, including help desk and technical support services
- Manages IS-related vendor relationships and contracts for the Frontenacs ensuring quality, compliance, service and delivery
- Benchmarks, analyzes, and reports quality through defined indicators and makes recommendations for the improvement and growth of the IS infrastructure and IS systems
- Develops and implements benchmarking, market reviews, and performance measures to increase timeliness, efficiency, and effectiveness of service delivery; monitors and reports regularly on performance metrics for the division
- Develops, implements and updates IS policies and procedures, including those for architecture, security, disaster recovery, standards, and service provision

#### Project Management

- Liaises between the IT department and the Executive branch
- Acts as an information source and communicator between business branches
- Enhances the quality of IT products and services
- Analyzes the design of technical systems and business models
- Utilizes IT data for business insights
- Analyzes business needs.
- Sources and implements new business technology
- Finds technological solutions to business requirements
- Manages projects using a LEAN/process improvement methodology mindset
- Uses best practices in effective project management
- Engages decision makers, systems owners, and end users to define business, financial, and operations requirements and systems goals, and identify and resolve systems issues
- Coordinates and leads design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow
- Assesses and analyzes the effectiveness and efficiency of existing systems and develops strategies for improving or further leveraging these systems



- Identifies and establishes scope and parameters of systems analysis in order to define meaningful evaluation criteria and associated metrics
- Coordinates the planning, design, development, and deployment of new applications, and enhancements to existing applications
- Investigates varying software and hardware products to justify recommendations and to support purchasing efforts
- Prepares and delivers reports, recommendations, or alternatives that address existing and potential areas of risk in operating systems across the organization
- Coordinates and performs in-depth value analysis including end-user reviews, for modified and new systems and other post-implementation support
- Plans and schedules project timelines and milestones using appropriate tools
- Tracks and adjust project milestones and deliverables to ensure projects are met on time and within allocated budgeted resources
- Demonstrates accountability for all IS project management functions including contracted services
- Coordinates orientation and training needs to end users for all modified and new systems

#### Financial Management

- Develops and manages the assigned budget for Information Services projects in collaboration with the Manager of Information Services, identifying potential variances and taking corrective action
- Operates in a fiscally responsible manner and identifies opportunities for cost savings

#### Health & Safety

- Protects own health and safety and the safety of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety
- Ensures directly reporting staff are trained in health and safety and where appropriate, wear the applicable Personal Protective Equipment (PPE) while in the workplace
- Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health and Safety Act

#### Other Duties

- Completes other duties as assigned

***The foregoing description reflects the general responsibilities and expectations necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.***

#### **EDUCATION AND EXPERIENCE:**

- Post-secondary diploma in computer sciences; degree preferred
- An equivalent combination of recent related education and experience in a directly related IS role may be considered
- Training or certification in LEAN at the Green Belt level



- Three years of experience with a focus on business system analysis, support, implementation and upgrade
- Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flowcharts
- Management and supervisory experience in an information services environment, an asset
- Experience working in a unionized environment an asset
- Demonstrated knowledge and working experience with Microsoft Windows 10 Professional and Windows Server 2012 R2 and Windows Server 2016

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Demonstrated knowledge of all legislation and regulations pertinent to the role as well as an understanding of policies and legislation affecting municipal government, that impact functioning in the role
- Demonstrated strong interpersonal and communication skills, both written and verbal and ability to communicate complex information to a diverse audience base; fosters open communication
- Ability to express ideas clearly and concisely with ease and confidence in a professional, consistent and positive manner
- Demonstrated respect for individual differences and competencies
- Demonstrated leadership skills including effective mentoring, coaching, counselling and conflict management skills
- Demonstrated understanding of strategic business needs and plans for growth
- Demonstrated ability to provide an engaging work environment where staff are motivated to set and achieve or exceed challenging goals
- Demonstrated ability to initiate and lead change within the department, promoting and applying innovative methods and solutions to situations through a continuous process improvement mindset
- Demonstrated ability to manage projects and timelines in a LEAN/Six Sigma environment including, knowledge of project governance, project management and project life cycles
- Demonstrated critical thinking skills by systematically obtaining and assessing relevant information, utilizing reflective reasoning and taking action in decision making, with a realistic understanding of the issues and the impact of decision on the department/County
- Demonstrated ability to promote education, development and learning with staff
- Proven willingness to learn and acquire new information and skills
- Demonstrated strong organizational skills and the capacity to multi-task in a fast-paced environment, responding with flexibility to changing priorities
- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts
- Demonstrated ability to adhere to confidentiality while exhibiting discretion and good judgement
- Demonstrated commitment to client-centered service



- Demonstrated ability to be a team player who is able to establish and maintain effective working relationships with employees, clients and the public
- Demonstrated personal effectiveness in navigating organizational politics, building resiliency, encouraging work life balance and being aware of own strengths and limitations
- Advanced computer proficiency including thorough knowledge of Microsoft Office Suite of products including Word, Excel, PowerPoint, Outlook, and the ability to use other software applications
- Demonstrated understanding and commitment to health and safety policies, procedures and applicable legislation
- Demonstrated ability to attend work on a regular basis
- Must hold a valid Class "G" driver's license
- Satisfactory Police Record Check - Vulnerable Sector Screen
- Demonstrated ability to meet the physical demands of the position

**WORKING CONDITIONS:**

- Potential exposure to conflict
- Varied hours of work to meet the operational demands of the position
- Periods of time sitting in meetings, viewing a computer monitor and keyboarding
- Intermediate level of concentration is required to analyze and interpret data and information and prepare reports
- Multi-tasking environment and necessity to meet deadlines on a regular basis
- Occasional travel

**COMPENSATION:**

- Probationary period of six (6) months
- Remuneration at the Band "I" of the non-union grid level

<b>Manager Signature:</b>	<i>Cathy Bender</i>
<b>Date:</b>	<i>Sept 6/19</i>