



IT Business Systems Analyst

A career at the Town of Collingwood is more than a job; it's a pathway to thrive. Here, you'll be part of a leading-edge team that drives progressive, accountable, and sustainable decisions. In Collingwood, we are committed to building a vibrant community through our lively downtown, extensive waterfront, and rich cultural heritage.

If this resonates with you and you're passionate about creating meaningful community impact, then read on!

The Opportunity

The IT Business Systems Analyst provides enterprise application software implementation and support, business analysis, and Project Management to the IT Division and Services leadership. The position reviews, analyses, and evaluates divisions' needs including the documentation of functional and non-functional requirements, support procurement and/or design solutions, and support solution implementation to support the delivery of current and future Programs and Services. The position works closely with division clients to ensure that business needs are thoroughly identified and that technical solutions are properly aligned with corporate objectives including the IT Master Plan.

What You Will Do

- Provide input to IT leadership on application business cases created by divisions, and support to continuously improve the IT governance framework
- Aligned with the IT governance framework, initiate corporate budget/resource allocation, conduct in-depth assessments with division clients to understand and analyze needs, ensure that procured or developed technical solutions are strategically aligned with service/business goals and/or the IT Master Plan
- Serve as a strategic business partner to various departments and divisions, guiding them in selecting the most suitable software solutions to address specific business challenges and capitalize on opportunities while limiting unnecessary expansion of the IT platforms and applications and support resources required
- Provide recommendations on enterprise business cases, requirements documents, procurement and build scopes, software applications, and be a key conduit between division clients and IT technical staff and Senior Management

- Lead sessions with stakeholders and divisional leads to identify current process issues, identify new operational objectives, and explore related solutions

Skills and Experience

- Proficiency in Business Analysis and user requirements gathering
- Ability to map existing processes and future state processes
- Service design and process improvement experience expertise
- Ability to understand a business problem and to recommend technology solutions
- Ability to communicate effectively and provide training to users with varying levels of computer understanding.

Qualifications

- Post-secondary education in IT or related discipline
- Five (5) years demonstrated experience in an IT-related field with a minimum of three (3) years' experience in a Business Systems Analyst related role
- Experience working in a large complex environment with a wide range of business processes
- Experience with municipal software (e.g., Great Plains, Work Tech, Cityview, Perfectmind) would be preferred and experience with GIS software would be an asset
- Demonstrated experience with applying Project Management and related methodology along with a PMP accreditation is preferred

What We Offer

- **Comprehensive benefits and perks:** We offer a diverse range of benefits that cover health, dental, and family assistance, as well as membership in the OMERS pension plan for a secure future.
- **A place to excel:** We don't just support ambitions, we cultivate them. With paid training opportunities, we help shape the skills that are essential to your professional development.
- **A collaborative and supportive team:** We foster a dynamic culture that thrives on the spirit of collaboration. We encourage open communication, value diverse perspectives, and celebrate the strength that comes from teamwork.
- **A fulfilling career:** We understand that job success is rooted in personal well-being and balance. Our dynamic work environment allows you to excel professionally while also being part of the vibrant, adventurous community that is uniquely Collingwood.

Why Collingwood

Located north of Toronto and nestled along the shores of Georgian Bay, Collingwood is a thriving community known for its stunning natural beauty, year-round outdoor recreation, and welcoming community. It offers the ideal blend of small-town charm and modern amenities, including a vibrant downtown that boasts world-class shops, restaurants, and cafes.

Collingwood's ongoing commercial and residential growth makes it the ideal place to flourish personally and professionally.

Other Important Information

Normal hours of work are thirty-five (35) hours per week. The annual salary range is \$72,417.80 to \$92,365.00 (\$39.79 to \$50.75 per hour).

If building a stronger, more connected community inspires you, we want to hear from you! Please refer to the Town of Collingwood website for further position details located at <https://www.collingwood.ca/council-government/employment>. Please submit your cover letter and resume in Word or PDF format to jobs@collingwood.ca by May 13, 2024 before 4:00 p.m. with the subject line "IT Business Systems Analyst, Job Posting 2024-27" to ensure it is reviewed promptly.

We thank all applicants for showing interest in joining our team. Please note only candidates selected for an interview will be contacted directly. We look forward to your application!