



Job Title:	Senior Peoplesoft ERP Business Analyst		
Job Opening Id:	39725	# Required:	1
Business Unit:	Corporate Services	Division:	Financial Management & Planning
Location:	Headquarters, Campbell West	Standard Hours:	35.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Regular
Salary Grade:	6	Salary Range:	\$ 83,550.00 - \$ 98,290.00
Post Date:	2024-08-13	Close Date:	2024-08-26

This role is a hybrid position, allowing the successful candidate to split their time evenly between working in the office and working from home.

About Us

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

Job Summary

Reporting to the Manager, ERP Business Support, the Senior ERP Business Analyst is responsible for ongoing operational functional development, data integrity, integration, and security of the Enterprise Resource Planning (ERP) system; planning, coordination and execution of issue resolution, including development, testing and troubleshooting; finding efficiencies and improvements in existing client systems; and planning and implementing new systems and processes that help business units align with strategic objectives while maintaining consistency with IT Solution's technological architecture.

Education

- Post-secondary degree in Computer Science or equivalent combination of education and experience.
- Formal training in business analysis, ITIL, project management or other similar discipline is preferred.

Knowledge

- Minimum of 8 years systems planning, support, conceptual design and feasibility study experience in a medium to large organization of a complex diverse nature.
- Demonstrated knowledge in ERP Financial System and functional system analysis is preferred.
- Project management experience and in depth experience developing software and business process testing scripts and procedures is preferred.
- Knowledge of business process modeling, structured analysis, design, programming techniques, lean practices and/or continuous quality improvement methods.
- Knowledge and understanding of financial principals, policies, procedures/processes, and reporting requirements is preferred.
- CBAP or PBA eligibility or similar designation is preferred.
- LEAN/Six Sigma certification is preferred.

Responsibilities

Maintains the ERP application and documents processes, reviewing for efficiencies by facilitating business analysis activities/sessions with business area experts, managers, senior managers and IT Solutions staff (45% of time).

- Maintains and troubleshoots PeopleSoft core functionalities such as workflow, batch schedule, and goods and services taxes, as well as for specific modules and interfaces ensuring data integrity.
- Maintains ERP security such as roles, permission lists, adding and inactivating users.
- Advises, develops, implements, and maintains multiple chart field, tree structures, and calendars for business transaction and reporting requirements.
- Maintains a current knowledge of modules, implemented and potential to provide support for existing system, future upgrades and accounting controls.

- Researches and tests processes to solve operational issues from a Technical and Functional perspective, working with business area experts for process and concept validation.
- Develops and maintains queries and envision reporting layouts, working with Managers and business area experts on developing requirements.
- Works with IT Solutions staff in the design and validation of interface loads.
- Coordinates audit of system files to ensure data integrity and completeness.
- Gathers client business requirements, formulating logical statements of business problems and facilitating/leading the process for devising solutions to business problems using ERP/information technology or other means.
- Reviews existing functionality and reporting to assess business requirements in response to requests for customizations/enhancements, promoting standardized processes.
- Identifies and documents problems and consults with key stakeholders to develop and recommend a solution(s) and implement the preferred solution(s).
- Conducts process reengineering and recommends changes to client area work methods for efficiencies and data accuracy.
- Recommends standards, policies and procedures and ensures they are adhered to.
- Advises business management on how to best leverage technical resources for business-specific activities. Provides feedback to IT Solutions management for alignment with business unit's strategic direction.
- Provides cost effective solutions to meet departmental objectives through the application of information technologies and/or business process improvements.

Leads ERP projects, ensuring delivery of defined scope within budget and timelines with consultation of business area experts, managers, senior managers and IT Solutions staff (25% of time).

- Develops project scope, schedules, risk assessments and plans, assigning tasks, managing implementation activities, ensuring adherence to schedules and costs, tracking and monitoring progress and ensuring project team and clients are informed.
- Coordinates with appropriate Corporate areas (such as Legal Services, Purchasing, etc.) to manage contract and agreements and issuing and evaluating RFP's, RFI's, RFaQ's, etc.
- Evaluates project/testing scopes from a technical and functional perspective.
- Working with an interdisciplinary project team, executes testing of upgrades and patches (PeopleSoft Upgrade Manager and otherwise), validating processes and customizations for changes to process flows and client experience by developing, executing, and documenting test cases and results.
- Reviews and evaluates the results of program and systems testing with team members and clients.
- Develops user-acceptance scripts and documents testing of solutions with clients for sign off.
- Ensures that all project and task timetables are kept up-to-date and provides regular status reports to Manager, highlighting any potential risks and mitigation strategies.
- Liaises with vendors to ensure that schedules, guidelines and protocols are adhered to and client requirements are met.
- Researches and recommends future modules/systems to enhance department productivity.
- Evaluates and recommends hardware and software, ensuring adherence to budget plans and functional requirements, to enhance productivity and efficiency.

Manages relationships with internal/external stakeholders, client business units and project participants (15% of time).

- Provides feedback on and manages stakeholder/client expectations and issues, communicating the ERP concept and providing an understanding of the system and its benefits.
- Shares information regarding initiatives and other best practices with divisional and IT Solutions staff.
- Liaises with agencies, boards and commissions and other municipal partners to share information and identify opportunities for business/information systems integration.
- Provides client support services by addressing inquiries and providing clear guidance on procedures and processes, communicating complex ERP concepts in a way that is easily understood by client group.
- Develops strong working relationships with key staff within the division, IT Solutions and client departments.
- Assigns work & monitors progress of internal & external analysts, programmers, etc.

Prepares reports, memos, drafts, letters, guidelines, procedure documentation and other correspondence and conducts presentations to meet client requirements (10% of time).

- Contributes to the development of strategic and implementation plans, ensuring that major initiatives are in line with ERP, Information Technology Solutions and the Region's strategic direction, and providing ongoing support of automation initiatives within the supported departments.
- Documents process flows and procedures, ensuring they are maintained and accessible.
- Works with ERP Training and Communication Specialist to develop innovative training materials and job aids for clients on systems/procedures. Reviewing the final product and attending training sessions for additional support.
- Leads interactive workshops on processes for client groups.
- Prepares end-user documentation as required to support client applications and increase understanding/acceptance of new processes.

Identifies opportunities to improve/enhance processes and business solutions (5% of time).

- Takes initiative to review technical literature regarding system methodologies, develop productivity tools and techniques.
- Interprets new or revised legislation and legal or policy decisions, making appropriate recommendations regarding process changes or technology solutions to meet the Region's obligations arising from regulatory commitments.
- Explores and evaluates new techniques, practices, or technologies that meet the corporation's strategic goals.

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values of service, honesty, choice, partnership and respect.

Closing Statement

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges TODAY!

Let us know why you would be an excellent team member by submitting your online application at www.niagararegion.ca by **August 26, 2024**.

We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.

If you require an accommodation for the application process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, the alternate formats for contacting us are as follows:

- Email: myhr@niagararegion.ca
- Phone: 905-980-6000 or 1-800-263-7215
- Bell Relay: 1-800-855-0511
- In-person: Sir Isaac Brock Way, Thorold, ON L2V 4T7 – Human Resources Department