
Non Union

Job Title:	Senior Business Analyst IT		
Job Opening Id:	40603	# Required:	2
Business Unit:	Corporate Services	Division:	I.T. Solutions
Location:	Headquarters Campbell West	Standard Hours:	35.00 / week
Full/Part Time:	Full-Time	Regular/Temporary:	Temporary
Salary Grade:	6	Salary Range:	\$ 83,550.00 - \$ 98,290.00
Post Date:	2024-10-24	Close Date:	2024-11-06

Please note, this position is eligible to participate in the Hybrid Work Policy, whereby the incumbent is able to work 50% of their time in office and 50% of their time at 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.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements including hybrid work arrangements to support better work-life balance for our employees. Where operational needs align, and while ensuring business requirements and customer service expectations are achieved, employees may have an opportunity to work within a hybrid model, combining working from home and working in the office.

Approximate Duration: 24 months

Job Summary

Provide Reporting to the Manager IT Project Delivery and Business Analysis, the Senior Business Analyst, Information Technology is responsible for 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 being consistent and in line 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.

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.
- Knowledge of business process modeling, structured analysis, design, programming techniques, lean practices and/or continuous quality improvement methods.
- CBAP or PBA eligibility or similar designation preferred.
- LEAN/Six Sigma or similar preferred.
- Experience in implementing M365, SharePoint online and ECM are an asset
- Experience in the development of M365 and Information Governance are an asset

Responsibilities

Leads and facilitates business analysis activities and architectural design sessions with business area experts, managers, senior managers and IT Solutions staff. (40% time)

- Advises business management on how best to leverage technical resources for business-specific activities, providing feedback to IT Solutions management for alignment with business unit's strategic direction.

- Gathers client business requirements, formulating logical statements of business problems and facilitating/leading the process for devising solutions to business problems using information technology or other means.
- Conducts feasibility studies, develops systems designs, prepares use cases, assists system implementations, develops or recommends changes to client area work methods and leads such initiatives.
- Provides cost effective solution alternatives to meet departmental objectives through the application of information technologies or through business process improvements.
- Prepares system prototypes for user consultation and contributes to the design, development, testing, modification, documentation and implementation of client systems.
- Identifies and documents problems and consults with key stakeholders to develop options to select and implement the most appropriate solutions
- Researches and recommends future systems to enhance department productivity
- Develops and co-ordinates training for clients on new systems/procedures.
- Develops user-acceptance scripts and documents testing of solutions with clients for sign off.
- Reviews and evaluates the results of program and systems testing with team members and clients.
- Prepares end-user documentation as required to support client applications and increase understanding/acceptance of new processes.
- Recommends standards, policies and procedures and ensures they are adhered to.

Leads client projects, ensuring delivery of defined scope within budget and on time while adhering to the quality as agreed with the client. (25% 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, RFQ's, etc.
- Ensures that all project and task timetables are kept up-to-date and provides weekly status reports to Supervisor and/or Manager
- Liaises with vendors to ensure that schedules, guidelines and protocols are adhered to and client requirements are met.
- Evaluates, selects and acquires hardware and software, ensuring adherence to budget plans and functional requirements.

Manages relationships with internal/external stakeholders, client business units and project participants. (10% Time)

- Provides feedback to and manages stakeholder/client expectations.
- Shares information regarding initiatives and other best practices with Division and Departmental staff.
- Liaises with agencies, boards and commissions and other municipal partners to share information and identify opportunities for business/information systems integration.
- Develops strong working relationships with key staff members in supported departments.
- Provides advice and guidance on the proper use of technologies.
- Assigns work and monitors progress of internal and external analysts, programmers, etc.

Prepares technology-related reports, memos, drafts, letters, guidelines and other correspondence and conduct presentations to meet departmental requirements. (10% Time)

- Contributes to the development of strategic and implementation plans, ensuring that major initiatives are in line with the Information Technology Solutions and the Region's strategic direction, and providing ongoing support of automation initiatives within the supported departments.

Identifies opportunities to improve/enhance processes and business solutions. (15% time)

- Reviews technical literature regarding system methodologies, development productivity tools and techniques.
- Interprets new or revised legislation and legal or policy decisions in order to make appropriate recommendations concerning the application of process changes or technology solutions to meet the Region's obligations arising from regulatory commitments.

Perform other related duties and responsibilities as assigned or required

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.

How to Apply

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. To view the full job description, requirements and apply on our Careers Site, visit our Careers page - Job Opening **#40603** (<https://www.niagararegion.ca/government/hr/careers/>)

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 no later than **November 6, 2024**, before midnight by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.