

# Job Title: Senior Business Analyst

**Requisition ID:** 3061

**Affiliation:** CUPE Municipal

**Position Type:** Permanent Full Time

**Number of Openings:** 2

**Bi-weekly Working Hours:** 70 hours bi-weekly

**Shift/Work Schedule:** Monday to Friday (subject to change)

**Division/ Department:** Corporate Services, Information Technology

**Job Location:** Fort McMurray

**Pay Level:** PL14

**Start Rate:** \$ 54.99

**Permanent Rate:** \$ 64.77 (Permanent rate effective after completion of probation)

**COLA:** Bi-Weekly - \$480

**Posted (dd/mm/yyyy):** 12/10/2024

**Closing Date (dd/mm/yyyy):** 27/10/2024

**Posting Type:** Internal and External

## GENERAL DESCRIPTION:

Under minimal supervision, the Senior Business Analyst will provide expertise to client departments in the design and implementation of information systems through consultation and documentation of business requirements.

This position requires collaboration with other technical teams in the planning, design, development, and deployment of new business processes, as well as analysis and enhancement of business processes. The nature of the work requires incumbents to analyze, develop, and evaluate computer-based systems, including operational performance requirements, standards, and documentation.

## RESPONSIBILITIES:

- Collaborate with business representatives and project sponsors from client departments to determine initiative scope and vision.
- Conduct interviews to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Identify and establish scope and parameters of requirements analysis on a project-by-project basis.
- Work with stakeholders and project team to prioritize requirements.
- Research, review, and analyze the effectiveness and efficiency of existing business processes and develop strategies for enhancing or further leveraging these processes.
- Conduct research on software and hardware products that meet business requirements and to support purchasing efforts.
- Leads the QA of solutions to ensure features and functions have been enabled, optimized, and meet business requirements.
- Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Develop and utilize standard templates to write requirements specifications accurately and concisely.
- Liaise between business users and technical teams to translate conceptual user requirements into functional requirements in a clear manner and vice versa.
- Create process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
- Develop and conduct peer reviews of the business requirements to ensure that specifications are correctly interpreted.
- Assist with the interpretation of user requirements into feasible options and communicate these back to the business stakeholders.
- Manage and track the status of requirements throughout the project lifecycle and redefine as necessary.
- Communicate changes, enhancements, and modifications of business requirements to project managers, sponsors, and other stakeholders so that issues and solutions are understood.

- Provide guidance and/or instruction to junior staff members.
- Perform other related duties as required.

## **QUALIFICATIONS**

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Demonstrated knowledge of standard business processes and operations, with the ability to review and analyze the effectiveness of existing processes.
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development.
- Experience overseeing the design, development, and implementation of software and hardware solutions, systems, or products.
- Ability to create systematic and consistent requirements specifications in both technical and user-friendly language.
- Exceptional analytical and statistical skills with the ability to apply them to systems issues and products as required.
- Demonstrated project management skills including planning, organizing, and coordinating resources.
- Understanding of product management, market placement, application and software development life cycle concepts, and programming concepts.
- Working knowledge of network architecture and PC operating systems.
- Strong verbal and written communication skills, with the ability to understand information communicated by listening and asking for clarification when needed.
- Responds to difficult situations in a professional manner.
- Able to exercise independent judgment and take action on it.
- Excellent, mathematical, and creative problem-solving skills.
- Highly self-motivated and directed, with a keen attention to detail.
- Ability to effectively prioritize and execute tasks while under pressure.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Ability to trouble-shoot and make complex decisions for which there is no set procedure.

### **EDUCATION AND EXPERIENCE:**

- Diploma in Computer Technology, Information Systems or a related field is required.
- Five (5) years of business analysis experience is required.
- A focus on application support/sustainment and Municipal Processes or IT Applications are assets.
- CCBA/CBAP or equivalent certification are assets.
- Extensive experience with the organization's core software applications is preferred.

### **SAFETY:**

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, and complying with all policies, practices, and procedures. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

**Current employees must apply through the internal careers site.  
We appreciate the interest of all applicants; however, only those individuals  
selected for interviews will be contacted. Late applications will not be accepted.**