



Business Analyst (Contract - Up to 2 Years) - Job ID #2693

Job Title	Business Analyst (Contract - Up to 2 Years)	Status / Job Type	Contract Full Time
Commission	Comm Serv & Social Development	Department	Communications
Union Affiliation	NON-UNION - CONTRACT FULL TIME	Number of Openings	1
Rate of Pay	\$40.44 to \$50.55	Benefits Entitlement	Yes
Hours of Work	35 Hours Per Week	Posting Date (4:30 pm)	Aug 20, 2026
Existing Vacancy	New Position	Closing Date (4:30 pm)	Sep 3, 2026

Position Summary

Situated on the picturesque Grand River, the City of Brantford is a rapidly growing community of over 100,000 residents, located in the heart of Southern Ontario with direct access to Hwy. 403 and is in close proximity to the GTHA, Waterloo and Niagara regions. As a single-tier municipality, Brantford is responsible for the full spectrum of municipal service areas. We invite you to join our #TeamBrantford corporate culture with many progressive initiatives, including our hybrid work environment. At the City of Brantford, we strive to reflect our values of Integrity, Collaboration, Continuous Improvement, Respect and Inclusion in everything we do. The City is committed to the professional development of our staff and invite you to come, grow with us!

Reporting to the CRM Project Manager, the Business Analyst supports the implementation of service delivery, customer service and other initiatives focused on City of Brantford programs and services within existing business units and onboarding through business unit consolidation projects. The City is currently implementing a new customer relationship management (CRM) platform using Salesforce software, and this position will be actively involved in Phase 2 of the project, including departmental onboarding, requirements validation, configuration support, testing, training and post-implementation support. The Business Analyst provides a broad range of responsibilities and duties. Major activities include, but are not limited to the following:

- Leads service modeling reviews to identify, improve and define City of Brantford services, programs and initiatives.
- Ensures that all department requirements are clearly documented to assist with building Salesforce CRM configurations that support a variety of service delivery channels.
- Assist with building centralized support model for customers leading to a single point of contact for questions, support and requests for service on all City services.
- Maintains support models for City departments and conducts consolidation support activities, including defining new Service Requests and supporting new programs as they are integrated into the Salesforce CRM environment.

- Leads the documentation and review of current and new business processes and workflows focused on identifying gaps, potential solutions and continuous improvement.
- Plays a key role in Phase 2 of the City's Salesforce CRM implementation, working with departments to support service design, requirements confirmation, configuration review, testing, training and readiness activities.
- Acts as a Salesforce CRM subject matter resource for business units, helping translate service delivery needs into practical CRM workflows, case management processes, knowledge content and reporting requirements.
- Defines new knowledge articles and updates existing knowledge, support scripts and process flow within Salesforce CRM to assist Customer Service Representatives (CSRs) with submitting citizen service requests, answering requests for information and routing questions through the CRM software.
- Conducts data collection, reporting and reviews from Salesforce CRM to assist with understanding customer request volumes, request types, key KPIs, service trends, phone system software and opportunities to improve service delivery for customers and City departments.
- Provides departments with data reporting based on various support channels and departments defined City structure.
- Completes user acceptance testing and validation of Salesforce CRM configurations as they progress through the development cycle.
- Facilitates training from each consolidated department to the CSRs team.
- Develops and delivers hands-on training to CSRs and participating departments for upcoming consolidations, Phase 2 onboarding, in-life programs and projects.
- Supports the successful transition of City services into the Salesforce CRM environment, ensuring support processes and procedures are identified, documented and created as needed.
- Other duties as assigned.

Qualifications

- Graduation from a three (3) year diploma/degree in Computer Science, Information Management, or a related field.
- Five (5) years of related job experience.
- Demonstrated working knowledge of Salesforce CRM is required, including experience with case management, service request workflows, knowledge management, reporting/dashboards, user acceptance testing and/or configuration support.
- Intermediate level skills in Microsoft Office applications, GIS mapping software and CRM software, with specific proficiency in Salesforce required.
- Proficiency in the core knowledge of business analysis methodology and competencies including requirements management, analysis, solution assessment, business case development, change management, and quality assurance.
- Detailed knowledge and understanding of customer service, service delivery, customer experience principles with a focus on efficiency and continuous improvement.
- A collaborative contributor who brings strong communication, time management, and effective decision-making skills.
- May be required to work overtime to update/upgrade systems during off hours.

Qualified candidates please attach a detailed .pdf format resume & cover letter

Information gathered relative to this position will only be used for candidate selection.

We thank each applicant for taking the time and effort to submit your resume, however, only candidates to be interviewed will be contacted.

Our organization is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process.