

Job Information

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| Job title | Intermediate Business Analyst | Job Code: IBSAN | Pay Grade: Q |
| Title of immediate supervisor | Business Portfolio Lead | | |
| Department/Division | Information Technology | | |
| Prepared by | Emma Story | | |
| Date Role Created | Sept 29, 2015 | JD Revised date | August 12 2024 |

Job Purpose

Identifies the business needs of clients and stakeholders to help determine solutions to business problems. Engages as the key partner to manage business continuity between IT and the business in all aspects of the development and implementation of technology services. Oversees, guides, instructs and trains in business systems and services.

Duties and Responsibilities

- Triage incoming requests from business areas by conducting initial demand analysis.
- Elicits and documents requirements through a process of interviews, document analysis, gap analysis, workshops, task and workflow analysis, and business process descriptions; ensure that the requirements gathered satisfy business needs and organizational goals.
- Oversees critical business systems and/or business processes for ongoing analysis, process improvement, and enhancements.
- Leads or facilitates business sessions across departments for the purpose of needs assessments or data collection, and technology research,
- Analyzes options, risks, cost benefits, and support requirements to generate a range of realistic and practical solutions.
- Facilitates walk-through sessions with team members, sponsors, management, SMEs, and external participants for the purpose of effectively scoping and assessing the impact of proposed changes to business processes, systems, and the organization.
- Exhibits strong proficiency in communicating impactful messages in a clear manner and understands how to adapt content for the target audience.
- Obtains decisions in collaborative manner by supporting members of the project.
- Develops and sustains respectful relationships with diverse stakeholders.
- Participates on project teams in the implementation of business projects, new initiatives, and/or the re-design of existing business processes,
- Ensures standardized methods, procedures, and tools are used in all aspects of business analysis; makes selection based on skilled knowledge and modifies as needed to suit non-routine situations.
- Communicates skillfully in writing and documents proficiently.
- Prepares test cases and plans and manages quality assurance testing.
- Assists with the development and delivery of formal training of system users.
- Generates interface mockup designs and dataflow diagrams.
- Performs other related duties as required.

Qualifications

- University Degree in the field of Computer Science or Information Systems, Communication, or Business.

- Associate's Certificate in Business Analysis from a recognized program or institution.
- Six years of experience in business analysis in IT with relevant experience in project delivery and application life cycle support.
- ITIL Foundation v3 would be an asset.
- Experience in Project Management and Change Management methodologies.
- An equivalent combination of education and experience may be considered.
- Concentration required for extended periods of time.
- Efficient and accurate keyboarding skills required.

Physical Requirements

No physical activity required.

Working Conditions

Works in an office environment with frequent interruptions.