

Business Analyst, IT Services

(Job # 2021-072-IE)

Department:	IT Services
Status:	Full-Time, Permanent
Date Posted:	November 15, 2021
Date Closing:	November 29, 2021 at 4:30pm
Number of Positions:	1
Scheduled Hours/Shifts:	35 hours per week, 8:30 a.m. to 4:30 p.m., Monday to Friday
Salary:	\$ 70,806.68 - \$ 92,230.42 per year

Position Purpose: Reporting to the Manager, Information Technology Services, the Business Analyst will participate in the development and implementation of innovative technology solutions in addition to providing support and enhancements to existing business applications. The Business Analyst will work closely with project sponsors, business users, subject matter experts, and external vendors to translate business needs into detailed documented requirements, functional designs, business process flows, and quality assurance plans. This role serves a critical link between the Information Technology department and the other business groups within the organization to ensure the successful delivery and operation of high quality enterprise systems.

Qualifications and Requirements:

- Undergraduate University degree in Computer Science, Information Technology or related discipline; or equivalent work experience
- Minimum 5 years of progressive experience as a Business Analyst within a complex corporate enterprise environment with a focus on business process engineering responsibilities
- Certified Business Analysis Professional (CBAP) or Project Management Institute - Professional in Business Analysis (PMI-PBA) certification would be considered an asset
- Awareness of best practices in information technology service and solution delivery such as ITIL, COBIT, Lean/Six Sigma, project management (PMP) and change management (PROSCI). Certification in any of these disciplines would be considered an asset
- Excellent interpersonal, collaboration, and negotiation skills with a proven ability to successfully deal with complex issues working within a matrixed organization and cross-functional project teams
- Results-oriented critical thinker with strong leadership skills capable of employing both a tactical and strategic approach as appropriate
- Superior oral and written communication skills with demonstrated experience in translating complex technical concepts into clear and concise terms tailored to their audience; comfortable interacting with all levels of management and end users
- Strong customer service orientation with experience acting as the prime technical resource when liaising with vendors and business stakeholders
- Excellent time management and organizational skills adept at effectively dealing with multiple competing priorities while consistently meeting deadlines

How to apply:

Please forward your resume in confidence by **November 29, 2021 at 4:30 pm** identifying **Job # 2021-072-IE - Last Name, First Name** in the subject line to hr@townofws.ca. Please ensure your application is saved in one single document.

Committed to diversity and a barrier-free environment: Whitchurch-Stouffville is an equal opportunity employer committed to an inclusive, barrier-free recruitment and selection process. As we grow, it's important that our workforce

reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

As a result of the COVID-19 pandemic and in support of the Town's commitment to a healthy and safe workplace, the Town has a vaccination requirement for all employees. Successful candidates will be made an offer of employment on the condition of being fully vaccinated against COVID-19. Fully vaccinated is defined as having received all of the required doses of a Health Canada approved vaccine and having received the final dose at least 14 days prior to November 1st, 2021.

Successful candidates will be asked to provide proof of full vaccination. In the event that a candidate is unable to be vaccinated as a result of a ground protected by applicable provincial human rights legislation, the Candidate may submit a written explanation of the ground and any supporting documentation to determine if they are exempt from this requirement.

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.