

Job Description

Job Title:	Analyst
Department:	Co-operative and Experiential Education Services
Reports To:	Manager of applicable area
Jobs Reporting:	None
Salary Grade:	8-11
Effective Date:	October 2018

Primary Purpose

The Analyst provides consultative support to CEE in the form of business analysis, process design, continuous process improvement, project management, process and technical documentation and software Quality assurance (SQA). The Analyst will support one of the following areas: *Data Analytics, Reporting & Research; Portfolio & Process; or Technology & Continuous Improvement*. Guidelines and criteria to progress through the analyst roles are documented in the “Analyst Advancement Criteria.”

Key Accountabilities

Support business units in identifying project opportunities, develop and business cases and execute projects to support business objectives:

- Develop strong relationships with business stakeholders and technical services teams.
- Liaise among stakeholders to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information technology systems.
- Provide guidance to the various stakeholders to devise effective and efficient approaches to achieve project objectives.
- Provide consultative and analytical support including facilitating requirements gathering sessions, risk assessments and testing.
- Provide expertise in business analysis and requirements gathering, project management, process design and improvement, data analysis, performance metrics, technical documentation and SQA as required.
- Act as a change agent. Train business teams on system changes, process improvements, and change management activities and project management tools.

Develop deep knowledge of existing business processes, information technology and its application to executive business process to:

- Ensure business requirements are clearly understood and prioritized and communicated effectively.
- Ensure that process and information technology solutions delivered/supported are aligned with the needs of the various business units.
- Ensure performance metrics support the strategic initiatives in Co-operative and Experiential Education

Develop deep knowledge of specific area(s) of specialization and a broad knowledge of all areas of skill. (See Analyst Advancement Guidelines and Criteria).

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">• University undergraduate degree.
Experience <ul style="list-style-type: none">• 2 years' experience in at least one area of expertise (business analysis, software quality assurance, continuous process improvement, project management, performance metrics, data analysis.)
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Working towards certification in an area of expertise (business analysis, software quality assurance, continuous process improvement, project management.)• Technical: Advanced MS Word, advanced Excel, advanced PowerPoint, Other: Visio, GIS, MS ACCESS (See Analyst Advancement Guidelines)

Nature and Scope

- **Contacts:** Internal: The Analyst deals with, influences and motivates CECA co-workers as the leader or participant in cross functional project teams. They act as a translator with various IST departments to ensure a deep understanding of business requirements to ensure the technical solutions meet the business needs
- **Level of Responsibility:** This role has specialized work with minimal supervision and provides leadership in their area of expertise. They are accountable for ensuring that processes/systems implemented continue to be performed to standard through quality assurance audits. Problem solving The Analyst solves problems related to their area of expertise (business analysis, software quality assurance, project management, etc) and makes recommendations on projects impacting CECA processes. The Analyst is expected to develop the necessary alternatives and analysis to ensure that all aspects of issues are critically examined.
- **Decision-Making Authority:** The Analyst makes project related recommendations and decisions (e.g. project planning, process design, quality assurance, process improvement, etc.) and ensures that these are reviewed by the appropriate sponsors for approval.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves minimal physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions.