

Job Description

Job Title:	Business Systems Analyst
Department:	CEE Services
Reports To:	Technology and Continuous Improvement Manager
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	December 2017

Primary Purpose

The Business Systems Analyst will be responsible for addressing complex business problems and finding solutions through the effective application of available technology in support of CEE objectives. The incumbent optimizes the application of technology for CEE. They work closely with other CEE teams and campus partners.

Key Accountabilities

Technical Analysis for CEE systems and applications

- The Business Systems Analyst optimizes the application of technology and business processes for CEE in alignment with CEE goals. This includes researching new technology opportunities with potential internal and external stakeholders. Develop executive summary of findings, present to management and advocate for resources to advance the initiative, where applicable.
- Research and provide technology solutions to support business problems.
- Assess existing system capabilities, long term viability and requirements that support CEE goals, business needs and growth.
- Develop in-depth systems expertise to support the CEE portfolio. Apply system knowledge ensuring expected business processes are achieved and are reliable.
- Liaise with stakeholders to clarify and understand requests for new software or technology. In collaboration with IST ensure appropriate long term support is in place (security, business continuity, scalability, support for upgrades).
- Manages approved projects ensuring appropriate project management practices are being followed and project objectives are met.
- Oversee the life cycle of changes to business systems, manage changes including documentation and training

Business Analysis for CEE processes and operations

- Improves systems by studying current practices and documenting workflows to recommend modifications to process, application software and/or hardware. Examples – SharePoint, paging system, S4B
- Interview CEE stakeholders about common frustrations, hindrances and other issues that interrupt their workflow or reduce their productivity to recommend improvement initiatives
- Create detailed plans for execution and implementation of approved recommendations.
- Monitors project progress by tracking activity, resolving problems, publishing progress reports, recommending actions. Ensures projects include change management considerations and updated documentation.

Provides Tier 2/3 support for CEE systems (outside of IST accountability)

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- Proactively monitors hardware and software applications targeting zero outage and minimal impact during critical periods. (example, paging system during interview days, Undergrad Research Internship database or any system outside of IST accountability).
- Trouble shoot and resolves any issues, consulting with vendor when appropriate.
- Ensure documentation and regular maintenance schedules are in place and followed.
- Maintaining and troubleshooting secure computer environments.
- In partnership with IST, understand the infrastructure upgrades ensuring business continuity.
- Provide leadership of technical upgrades and advanced troubleshooting of production issues.
- Maintain general knowledge of technical projects across campus to identify opportunities for collaboration.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies.

Monitors hardware usage and budget

- Works with IST regarding appropriate hardware rollover schedule, inventory, documentation and standard desktop. (laptops, phones and printers)
- Has accountability for cost effective use of hardware and remaining within hardware budgets.
- Ensures support of all CEE staff including the unique requirements of over 50 staff working offsite and on campus staff moving out of offices during the interview period.

Required Qualifications

Education

- University undergraduate degree or equivalent required.

Experience

- 5 years progressive experience in business systems analysis.
- Some experience with departmental and/or enterprise level business analysis.
- Proven leadership, interpersonal and communication skills with demonstrated ability to collaborate with functional and technical experts, to develop and present business cases, to implement systems and to influence change.
- Proven project management experience.

Knowledge/Skills/Abilities

- Proficient level of knowledge of project management skills
- Proficient level of knowledge of application administration
- Proficient level of knowledge of supporting desktop computing environment and desktop applications.
- Proficient level of knowledge of systems analysis and design concepts
- Proficient level of knowledge of business analysis and process design concepts
- Demonstrated relationship management, customer service, creative problem solving, organization & planning, communication, and teamwork skills.
- Is a conceptual thinker understands strategic direction, researches relevant opportunities, assesses risk and analyzes and synthesizes business and process information.
- Works independently and in teams with a strong work ethic and a focus on positive results.
- Solid understanding of co-op core employment process and WaterlooWorks an asset.

Nature and Scope

- **Contacts:** Collaborates with CEE stakeholders and end users, supporting process improvement and technology solutions to support business requirements. Gathers information from stakeholders and CEE staff as necessary to propose innovative solutions. Interacts with campus partners (e.g. IST) to execute service agreements, ensure adherence to University standards, and represent CEE in University-wide initiatives related to upgrading hardware/software.
- **Level of Responsibility:** The incumbent contributes to and supports the strategic plan for CEE through systems implementation and development. The incumbent has a broad understanding of CEE systems and develops expertise in order to work collaboratively with managers and staff to advise on system solutions to achieve approved objectives. Liaising with IST, the incumbent collaborates with manager to identify issues and evaluates options to achieve required business and technology solutions. The incumbent is expected to keep abreast of technology, business and sector trends issues in order to promote a progressive system environment.
- **Decision-Making Authority:** makes decision on types of hardware, rollover periods and software purchase. Is accountable for equipment budget in CEE. Is responsible and accountable for implementation of projects and resulting business benefits. The incumbent is a significant and influential contributor to applying appropriate technology to CEE processes. The incumbent ensures the provision of progressive technology and to providing stakeholders with positive system experiences. With a department wide perspective, the incumbent contributes to the development of policies, procedures and standards with respect to technology.
- **Physical and Sensory Demands:** Requires a high degree of self-discipline, ability to focus, and demonstrates respect for others to meet deadlines, adapt to changing priorities, affect change and achieve results.
- **Working Environment:** Different points of view may arise due to the nature and the complexities of the university business activities, to competing resources, priorities and timelines, and to differences in knowledge, experience, understanding and interpretation. Tolerance for different perspectives along with diplomacy and tact are critical to building a collaborative approach to systems. After hours support expected during evening/weekend in support of core processes.