

## Job Description

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<b>Job Title:</b>	Business Analyst
<b>Department:</b>	Centre for Extended Learning (CEL)
<b>Reports To:</b>	Associate Director, Systems
<b>Jobs Reporting:</b>	Web Application Quality Assurance Analyst (co-op)
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	November 2018

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### **Primary Purpose**

The Business Analyst (BA) is responsible for identifying and supporting new initiatives including business process improvements, software and/or systems development for CEL and its related functions. The BA determines and validates business requirements for internal CEL and multi-department projects within the University, ensuring that change initiatives and development projects accurately represent end-user, unit and University needs and goals, and provide good value to all clients and stakeholders. The BA manages change initiatives and development projects, ensuring they are completed successfully.

### **Key Accountabilities**

#### **Continuous Improvement**

- maintain a broad, constantly updated knowledge of the functions performed by CEL
- research new technology and best practices related to the functions of CEL and their potential benefit and application
- identify and recommend new initiatives and improved practices related to improving the CEL's systems, academic course development, and the University overall learning environment, helping ensure that CEL staff and instructors have appropriate technologies to support their activities
- lead change initiatives within the unit and involving external partners and/or stakeholders
- inform, guide and help author CEL policies and practices related to information systems; this includes training and communicating to stakeholders within and outside of CEL

#### **Project Management and Support**

- manage and/or act as consultant on projects
- initiate communications and liaise with a variety of internal and external stakeholders
- conduct business analysis, requirements gathering/needs assessment, risk assessment, scoping, business case development, research, data analysis, etc., ensuring that project supports CEL's overall mission and objectives
- apply a deep understanding of all stakeholders including staff, faculty, students/PD clients, partner units, and external clients in both facilitating the process and advising on optimal program or project solutions
- ensure development projects are scheduled and delivered on time
- encourage and model standards-based development practices
- establish and refine project management practices within CEL; recommend and implement improved strategies; manage process changes, documentation, and staff support for transitioning to new strategies; consult with CEL Online Learning Project Managers as appropriate

#### **Implementation and Quality Assurance**

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- author, revise and maintain systems documentation including: requirements documentation, development specifications, workflow diagrams, screenshots, wireframes, timing and UML diagrams, case studies, test cases, and end-user stories
- ensure appropriate system, usability and end-user testing
- identify performance metrics and analyze data to ensure appropriate directions are taken before during and after project deployment
- ensure CEL staff are appropriately trained and up to date on system
- act as a systems consultant for course production standards and procedures;
- ensure that all new development activity is in line with UW, CEL and IST policies related to software development, including security, records retention, privacy, academic integrity, and risk management
- provide technical mentoring, coaching, and training to staff on production processes, methods and standards
- provide clear, complete and accessible documentation to facilitate the use and maintenance of technologies developed by CEL; review and approve all Systems authored process and technical documentation
- help recruit Web Application QA specialist; assign tasks and provide day-to-day guidance, coaching; monitor output; conduct performance appraisal (in collaboration with the AD, Systems, and Software Development team leads)
- facilitate team meetings in absence of Associate Director, Systems; alternate for working groups/committees within CEL and beyond;
- create a continuous improvement environment by providing input and best practice recommendations regarding improvements to processes/procedures to course development/delivery activities

### **Other**

- other duties and special projects as assigned, including systems support and serving as a resource on course development projects

*\*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**

- university degree or equivalent post-secondary education and/or experience required, preferably in Information Systems & Technology, Computer Science, Accounting, or Mathematics; some formal Business Analyst training required; *Certified Business Analysis Professional* and *Project Management Professional* certifications preferred

### **Experience**

- 5 years of experience with a proven track record of achievement and success managing technology-enabled learning projects, preferably in a post-secondary environment

### **Knowledge/Skills/Abilities**

- strong understanding of the operations and culture of an academic institution
- experience in software Project Management activities
- experience with the Software Development Lifecycle
- ability to define a project path in unique situations
- in-depth experience with the delivery of fully online courses and programs, and experience with a variety of learning management systems and related technologies, digital media authoring tools, and production techniques
- experience with post-secondary Student Information Systems
- analytical disposition, critical thinking, decision-making ability
- superior verbal and written communication skills, organization and time management
- demonstrated ability to lead, motivate, and building relationships with colleagues at all levels
- demonstrated superior work ethic, initiative, ability to work independently with occasional direction; dependability, discretion, and a responsible attitude
- advanced MS Office suite; proficient in project, document, and resource management systems

### **Nature and Scope**

- **Contacts:** interacts with staff inside unit and across university on regular basis; leads cross-functional teams made up of both; acts as a mediator/facilitator among different groups to ensure solutions meet identified needs
- **Level of Responsibility:** responsible for systems development projects and functional direction of staff working on projects with regard to purpose of work (project team management); advise team and ADS when requirements necessitated a change in strategy; influence unit decisions and strategic directions
- **Decision-Making Authority:** makes decisions about project requirements, process; decides when to escalate issues and to whom (multiple authorities or authority may not be clear)
- **Physical and Sensory Demands:** attention to detail in long documents and reports over prolonged periods
- **Working Environment:** mostly sitting in a comfortable position with frequent opportunity to move about; located in a comfortable indoor area; open office with frequent distractions or interruptions; frequent need to give close attention to various stimuli such as written material and information given verbally to co-workers; the work is varied; there are deadline pressures that come from internal and external groups requiring incumbent's work product in order to advance projects, along with demands for thoroughness and accuracy.