

Job Description

Job Title:	Business Process Analyst
Department:	Centre for Career Action
Reports To:	Director, Centre for Career Action
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	March 2018

Primary Purpose

The Business Process Analyst provides consultative support to the Centre for Career Action in the form of business analysis, process design, continuous process improvement, project management, process and technical documentation, and digital communications maintenance. Acquiring, analyzing, and interpreting data (quantitative and qualitative) to optimize the department's business processes and student interfaces are key functions.

Key Accountabilities

Identify, analyze and communicate on business practices and opportunities to achieve service delivery priorities and goals

- In consultation with CCA Director and Managers, develop processes and methods to gather and report on metrics for the unit
- Acquire and analyze data patterns (quantitative and qualitative) to build business cases to support service objectives, optimize service delivery model, and support Director in generating effective reports and presentations
- Liaise with CEE Services team to elicit and share ideas and best practices in data analytics, business processes, policy development, requirements gathering sessions, risk assessments, testing, and information systems
- Provide regular reports that allow CCA managers and staff members to see their progress toward performance goals

Develop business cases to test and improve/optimize service delivery model on ongoing basis to align with departmental and university priorities

- Provide consultative support and guidance to CCA leadership and CEE stakeholders in identifying creative solutions to business needs and enhancing the client experience.
- Contribute expertise in business analysis and requirements gathering, project management, process design and improvement, data analysis, performance metrics, technical documentation and SQA as required.
- Develop strong relationships with collaborators such as across CEE, IST, CEL, RO, GSPA, HR, SSO, MUR, IAP
- Act as a change agent; develop and implement strategic and tactical systems/processes to adapt and optimize service delivery model
- Provide training to Career Centre service providers and clerks, as well as users of Career Centre data, to ensure understanding and high integrity of metrics and reporting

Manage online education processes.

- Support CCA management and team members to develop and revise existing online educational module content for online courses offered via the university's learning management system (i.e., Co-op Fundamentals for Engineering course) and the online CareerHub resource

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- Liaise with other campus professionals, such as CTE, CEL, and IST to stay abreast of instructional design technologies and challenges that enhance the student experience, and with WatPD to ensure smooth delivery of online courses
- Support research initiatives (e.g., surveys, focus groups) to understand learner preferences and profiles and to evaluate student/alumni learning and satisfaction with online materials

Manage Centre for Career Action website and tools.

- Work closely with CEE Services team to ensure ongoing functionality and optimize user experience of WaterlooWorks site, including appointments/events booking functionality and interactions with University's systems (e.g., WaterlooWorks, Quest, LEARN)
- Work closely with CEL and CCA team to ensure ongoing functionality and optimize user experience of website and CareerHub digital resource
- Liaise with IST, and CEL to enhance functionality/appeal of sites and systems; ensure courses are successfully delivered in the university's learning management system
- Develop and communicate web-related policies (accessibility guidelines, university branding)
- Develop and maintain tools for process efficiency; document all processes and procedures

Required Qualifications

Education

- University undergraduate degree
- Equivalent combination of education and experience will be considered

Experience

- 5 years of experience in at least one, but ideally several, areas of expertise (project management, business analysis, software quality assurance, continuous process improvement, performance metrics, data analysis)
- Working towards certification in an area of expertise (project management, business analysis, software quality assurance, continuous process improvement, data analytics)

Knowledge/Skills/Abilities

- Advanced knowledge and skill with Visio, MS Office (Access, Outlook, Excel, Word, PowerPoint), HTML, Web development Technologies, MS Project, and various reporting software packages.
- Working knowledge of coding methodology
- Ability to solve problems related to area of expertise (business analysis, software quality assurance, project management, etc.) and make recommendations on projects impacting CCA and CEE processes.
- Strong analysis skills to identify and develop necessary alternatives and analysis to ensure that all aspects of issues are examined critically.
- Excellent interpersonal and verbal communication skills, along with a professional manner, effective probing, problem solving and sound decision-making skills.
- Ability to drive analysis to identify root causes, bring opinions and comments forward, and interpret the meaning, purpose and importance of information.
- Skill with writing logically and consistently to influence individuals working in project teams.
- Ability to juggle multiple high-priority projects.

Nature and Scope

- **Contacts:** Internal: The Analyst deals with, influences and motivates CEE and CCA 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. External: None.

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- **Level of Responsibility:** This role has specialized work with minimal supervision and provides leadership in their area of expertise. It is accountable for ensuring that processes/systems implemented continue to be performed to standard through quality assurance audits.
 - **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.