

## Job Description

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<b>Job Title:</b>	Business Process Analyst
<b>Department:</b>	Housing and Residence
<b>Reports To:</b>	Manager, Residence Business Technology and Systems
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	8
<b>Effective Date:</b>	September 2017

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### **Primary Purpose**

Reporting to the Manager, Housing Residence Business Technology and Systems, the Business Process Analyst will be required to continually review and map all inputs into Housing processes including student life cycle processes, workflows and business rules and will assist in making recommendations to enhance efficiency and effectiveness in the HOME Housing Management System. The Business Process Analyst will help bridge process design work and system analysis using fit gap analysis to drive functional business requirements.

### **Key Accountabilities**

#### **Support the design and implementation of revised/new Housing & Residence business processes**

- Research and document the current state of assigned core Housing & Residence processes, identify gaps and facilitate the creation of the future state based on best practices, sound operating procedures and in consideration of new technology;
- Support the design and implementation of revised/new Housing & Residence business processes that improve quality, reduce cost and eliminate non value added work within the Housing Department and alongside the Enterprise Systems technology team in preparation for technical solution design;

#### **Provide Expertise in Business Analysis, Requirements Gathering, Facilitation, and Troubleshooting**

- Define business requirements, create functional specifications and perform fit/gap analysis for identified future state processes;
- Understand and interpret the diverse issues and requirements of stakeholders which are often conflicting and in collaboration with the Manager, Business Technology and Systems and Functional User Analyst facilitate/negotiate with stakeholders to design solutions that meet overall department needs;
- Elicit functional requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, and business analysis;
- Accurately and effectively, communicate stakeholder needs to bridge the gap between business areas and systems development;

#### **Support Housing System Continuous Improvement and Learning**

- Research and analyze new initiatives to advance the strategic direction of the Housing & Residence systems;
- Keep informed about emerging technology and business practice improvements that may advance the Housing & Residence departments systems and recommend to management those opportunities which may be beneficial and applicable;

#### **Provided Support to Operational Activities**

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- Support functional testing processes to ensure that system projects and operational needs meet the needs of all stakeholders;
- Identify test scenarios, develop test scripts, and execute testing in support of system and user acceptance testing;

*\*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**

- Completion of a college diploma with significant exposure and or experience to process mapping and continuous improvement methodologies and practices.
- Certified Business Analyst Professional (CBAP) certification preferred, or other recognized Business Analyst Course

#### **Experience**

- 3-5 years related process improvement experience including 3+ years in Business process optimization;
- 2-3 years' experience working in an academic setting preferred
- 3-5 years' experience in requirements elicitation, fit/gap analysis and preparation of functional design documents
- Business process optimization experience with significant exposure in reviewing processes to identify redundancies or inefficiencies. Proven success in redefining processes to achieve productivity gains is required.

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

- Knowledge of lean principles, and the SDLC (software development life cycle) are required.
- Proven ability to engage and influence stakeholders ensuring stakeholder adoption
- Advanced MS Word, Excel, Power Point
- Microsoft Project, Visio

### **Nature and Scope**

- **Contacts:** Internal Housing Managers and Staff, IST Partner
- **Level of Responsibility:** Under the direction of the Manager, Housing Residence Business Technology and Systems, this position is responsible for supporting the design and implementation of Housing and Residences business processes with respect to stakeholder input, emerging technology and business practice improvements.
- **Decision-Making Authority:** Responsible for assisting in the development of recommendations for review by the Manager, Housing Residence Business and Technology Systems to define business requirements and ensure that future state business processes are based on best practice.
- **Physical and Sensory Demands:** Requires high attention to detail and must handle distractions, changing priorities and interruptions, while meeting required deadlines
- **Working Environment:** Office based job. Moderate to high number of meetings that may require travel across campus given the locations of residences and primary IST office spaces.