Job Description

Job Title:	Technical Business Analyst
Department:	Office of Advancement
Reports To:	Director, Systems
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	June 2025

Primary Purpose

The Technical Business Analyst is a technical role within the Advancement Systems team that is responsible for supporting new or ongoing Systems projects and initiatives. This role conducts business analysis, project coordination/management, process design, process review, continuous process improvements, and documentation. The position will also provide support for change management, implementation of new/existing systems, customizations, and reports within Advancement.

The Technical Business Analyst has expertise in both business administration and information systems. The Technical Business Analyst determines and validates business requirements related to information systems implementations, reporting, or developments for internal and multi-department projects within the Advancement function, ensuring that change initiatives and projects accurately represent the end-user, unit, and Advancement needs and goals.

The position will also act on various requests for process analysis, data analyses, and reporting related to the implementation of new or existing systems and process changes made to optimize the department's business functions through the application of information technology or systems.

Key Accountabilities

Business Analysis on technical projects

- Conduct business analysis, risk assessment, scoping, business case development, research, data analysis, etc., ensuring that projects or initiatives support Advancement's overall mission.
- Conduct requirements gathering or need assessment exercises and liaison between Advancement business units and the Systems team to ensure accurate specifications for software customizations or large data requests are detailed and complete.
- Write business requirements specifications and review them with Systems report developers and application developers.
- Acquire and analyze data (quantitative and qualitative) to build business cases and reports to support service objectives, optimize the service delivery model, change processes or implementation of new platforms or customizations, and support the Director of Systems in generating effective reports and presentations.
- Liaise with Advancement business units to elicit and share ideas and best practices in business processes, policy development, requirements gathering sessions, risk assessments, testing, and information systems.
- Contribute expertise in business analysis to conduct data analysis and develop performance metrics to analyze processes and support recommendations for change.
- Ensure data privacy, quality, and security standards are upheld in all analysis and reporting; assist in implementing data governance practices aligned with institutional standards.

Process Optimization and Continuous Improvement

- Maintain a broad and current knowledge of the functions and processes performed by Advancement business units that are supported by the Systems Team.
- Identify and recommend new initiatives and best practices related to improving the business processes and Advancement systems.
- Lead change initiatives within the unit and coordinate the involvement of external partners and/or stakeholders.
- Develop guidelines and practices related to information systems; this includes training and communicating with stakeholders within and outside of the Advancement.
- Develop business cases to test changes and improve/optimize the service delivery model on an ongoing basis for processes impacted or influenced by the implementation of Systems projects, customizations, or initiatives.
- Participate in the implementation of new systems platforms and initiatives.
- Provide consultative support and guidance to the Director or leadership teams in identifying creative solutions to business needs and enhancement of the client experience.
- Act as a change agent; develop and implement strategic and tactical systems/processes to adapt and optimize the service delivery model.
- Work with the training officer to update materials and processes.

Project Coordination or Management and Support

- Manage and/or act as a coordinator for systems-related Advancement projects.
- Initiate communications and liaise with a variety of internal and external stakeholders.
- Update project statuses weekly using Advancement project management platforms.
- Work with the Director of Systems to ensure projects are scheduled and delivered on time.
- Establish and refine project coordination or management practices; recommend and implement improved strategies; manage process changes, and documentation.

Requests

- Complete assigned requests and tasks through the Request Tracker (online request system)
- Meet with stakeholders to clarify specific needs or requirements.

Other

- Participate and/or lead several teams, departments, or university-wide projects.
- Participate in weekly or scheduled team meetings and department meetings
- Provide direction for part-time, work-study, or Coop students as required
- Other duties, special projects, tasks, and responsibilities as assigned
- A backup resource to other Systems team members where applicable

**All employees of the University are expected to follow University and departmental health and safety policies, 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 Business Analysis, Systems Analysis, Information Systems, Computer Science, Business Administration, or appropriate combination of post-secondary education in Business or Systems Analysis and work experience
- *Certified Business Analysis Professional* and *Project Management Professional* certifications as desirable

Experience

- 4 years of experience with a proven track record of achievement and success performing business analysis activities
- Experience in at least one or more areas of expertise such as technical business analysis, business analysis, system analysis, change management, and continuous process

improvement.
- Progressive and extensive experience in information systems-related projects
- Proven knowledge of business analysis
- Understanding of project management methodologies or project coordination
- Experience in gathering requirements, and needs assessments, performing fit/gap analysis, and preparation of system-related documents
- Experience working with large CRM or ERP projects would be an asset

Knowledge/Skills/Abilities

- Exceptional conceptual thinking skills to review or design business processes
- Excellent interpersonal and written/oral communication skills with demonstrated ability to collaborate with functional and technical experts, elicit requirements, develop and present business cases, and influence change.
- Knowledge of the business analyst body of knowledge (BABOK) would be an asset.
- Experience using project management tools, like ASANA, Jira, Confluence
- Knowledge of change management techniques would be an asset
- Strong analytical and problem-solving skills that rely on a structured approach with the ability to learn new concepts/processes and information systems.
- Ability to drive analysis to identify root causes, bring opinions and comments forward, and interpret the meaning, purpose, and importance of information.
- Superb time management skills to manage multiple and competing priorities.
- Data visualization tools, like Power BI, Tableau
- Advanced MS Excel (i.e. functions and formulas such as macros, pivot tables, etc.)
- Microsoft 365 Suite
- Microsoft Windows 11 on a PC/laptop environment
- Familiarity with Blackbaud CRM systems is an asset.

Nature and Scope

- **Contacts:** The position will work collaboratively with team members, individual staff, and/or teams within the broader Office of Advancement (i.e. faculties, colleges, or departments). They will interact closely with department staff during requirements gathering, testing, or completing assignments. As needed, they will also work with individuals or teams outside the department, such as IST, to complete tasks or participate in various projects as assigned.
- **Level of Responsibility:** The position is responsible for technical business analysis activities including requirements gathering, business case development, business analysis, systems analysis, process review, project coordination, and report writing. The position is specialized with minimal supervision and is required to complete assigned requests, operational tasks, project tasks, and other technical support tasks. The position may also play a lead or significant role in the execution of new projects. The role is required to report issues or status to their direct manager as needed and participate in team-oriented meetings.
- **Decision-Making Authority:** The position is specialized and is required to make independent decisions regarding the completion of tasks within their scope of expertise, assigned tasks, or project-related work. Where appropriate, the position will consult and/or defer decisions to their direct manager or appropriate colleagues.
- **Physical and Sensory Demands**: The incumbent will be exposed to extensive sitting and possible distractions in an open-concept work area. They will need to be focused on attention to detail in many of their tasks.
  Working Environment: This role is situated in a comfortable office environment with some distractions due to the open-concept nature of the office. Some travel to other buildings on campus may be required. The option is available to work in a hybrid work model remotely and in-office.