

Job Description

Job Title:	Business Systems Analyst
Department:	WatSPEED
Reports To:	Senior Manager, Systems Strategy
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	December 2021

Primary Purpose

WatSPEED is an academic support unit responsible for developing and delivering professional, corporate, and executive training to industry, government, and other external partners. WatSPEED works with partners including companies, professional associations, and government agencies to assess training needs for employees and / or members and then works closely with Waterloo faculty members, departments, schools, institutes, and centers, and potentially, third parties, to develop applicable non-credit content for the professional marketplace.

Reporting to the Senior Manager, Systems Strategy, the Business Systems Analyst (BSA) is responsible for planning, analyzing, procuring, implementing, and supporting systems to provide enterprise level solutions that meet expectations of clients (working professionals and executives) plus the staff and instructors supporting these clients.

These systems will be used to support client experiences that are asynchronous, fully online technology-enabled courses; synchronous virtual instructor-led courses; face-to-face courses; or a combination of modalities. Ensuring a stable, robust, highly functional, secure, and modern computing environment is critical for the success of WatSPEED.

Key Accountabilities

Systems Planning, Analysis, Selection, Implementation and Support

- Conduct needed business analysis, requirements gathering / needs assessment, risk assessment, scoping, business case development, research, data analysis, etc.
- Lead the implementation of enterprise level systems. Examples of these systems include a registration system with ecommerce functionality; a client management system; a robust reporting system to enable timely data-driven decision-making; a website management system; and a learning management system.
- Knowledge of university standard operating procedures and policies (SOPPs) for systems implementations, including compliance with Finance and IST (Information Systems and Technology) standards.
- Create tools to facilitate producing timely, accurate reports, analytics, and dashboards using multiple data sources to support fiscal and strategic planning. Experience with Power BI or Kibana is beneficial.
- Advanced systems analysis skills required for complex technical resolutions.

Project Planning and Management

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- Manage systems projects, from concept to implementation, including project scope and deliverables.
- Create and maintain all project management documentation and oversight strategies (e.g. project charter, schedule, work breakdown schedule, critical path, timeline, etc.)
- Develop and implement appropriate change management processes.
- Facilitate the resolution of bottlenecks and issues within project teams as they arise, escalating the issue if necessary.
- Ensure projects are completed on time and on budget, plus track project expenditures.
- Determine the resources required for successful and timely completion of each project.
- Liaise with all required internal and external stakeholders, including management of vendors.

Support, Enhancement or Replacement of Existing Business Processes / Products

- Manage the bi-weekly sprint cycle used to schedule development work for the mission critical, homegrown registration and ecommerce system (PD Reg).
- Review, clarify, and prioritize the development tickets submitted for PD Reg, including frequent collaboration with the Client Success Team who are the primary users.
- Testing new PD Reg functionality, both on-going enhancements and a planned major upgrade.
- Develop and oversee the communications plan for users and clients of the PD Reg upgrade.
- Manage the departmental implementation of digital credentials and badging software (MyCreds).
- Research, analyze, implement, and support additional microcredential options.
- Implement robust reporting functionality using Power BI, including writing SQL queries, testing, and training.

Change Management and Documentation

- Write, revise, and maintain information systems documentation including requirements documentation, development specifications, workflow diagrams, screenshots, wireframes, timing and UML diagrams, case studies, test cases, Gantt charts, and end-user stories.
- Conduct appropriate system, usability, and end-user testing.
- Ensure all new development activity follows UW, IST, and WatSPEED policies related to software development, including security, records retention, privacy, academic integrity, accessibility standards, and risk management.
- Train WatSPEED staff on new systems.
- Provide clear, complete, accessible documentation to facilitate the use of technologies used by WatSPEED clients and staff.

**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.
- Some formal Business Analyst training required, *Certified Business Analysis Professional* preferred.
- Some formal Project Management training is required, *Project Management Professional* certification preferred.

Experience

- 5+ years of experience managing technology-enabled learning projects, preferably in a post-secondary environment.
- Extensive experience with departmental and / or enterprise level business analysis is required.
- A proven track record of achievement and success in guiding information systems projects of various sizes, including complex and inter-related systems, to successful implementation.
- Specific experience analyzing legacy systems and independently completing advanced fit / gap analysis to match future state business processes to information systems workflows and functionality.
- Experience in project leadership, project management, and customer service.
- Experience supporting or implementing a variety of registration, ecommerce, learning management systems, and related technologies is beneficial.
- Experience working with SQL and web applications is beneficial.

Knowledge / Skills / Abilities

- Expert level technical proficiency working with complex cloud-based software platforms.
- Advanced systems analysis skills.
- Demonstrated success using business analysis techniques such as SWOT, MOST, business model analysis, systems analysis, cost benefit analysis, requirements gathering and engineering, and process modelling.
- Advanced understanding of change management as it relates to systems technology and processes.
- Excellent problem-solving abilities and the ability to work independently with occasional direction.
- Excellent interpersonal, communication, customer service, organizational, research, and analytical skills.
- Proven ability to interact with co-workers, clients, and third-party vendors with tact and diplomacy.
- Ability to build and maintain positive relationships with colleagues and clients.
- Must work as part of a team within a busy and dynamic environment, with experience managing multiple tasks at once.
- Proven track record of taking initiative and delivering consistent outstanding results on projects.
- Knowledge of digital credentials / badging / microcredentials.
- Understanding of software development strategies including agile, sprint, Kanban, and scrum.
- Proficiency with MS Office, Confluence, Trello, Jira, SharePoint, and Visio.
- Basic understanding of HTML, CSS, and a content management system is beneficial.

Nature and Scope

- **Contacts:** Interacts with staff inside the department and across the university on a regular basis, including acting as a facilitator / mediator among different stakeholders to ensure solutions meet identified needs. Specific contacts include Finance, IST, WatSPEED's Systems team, Client Success team, course development team, plus external vendors and partners.
- **Level of Responsibility:** Responsible for implementing systems technology projects ranging from \$10,000 - \$100,000+. Project management of allocated resources and managing relationships with internal and external stakeholders.
- **Decision-Making Authority:** Makes decisions about project requirements and processes and determines when to escalate issues.

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- **Physical and Sensory Demands:** Attention to detail is important while reviewing long documents and reports over prolonged periods.
- **Working Environment:** Mostly sitting in a comfortable position in a comfortable indoor area with the potential for frequent distractions or interruptions (if working on-campus). The work is varied with changing priorities and deadlines due to competing priorities. Thoroughness and accuracy is essential. Occasional work outside regular business hours, including weekends or evenings, may be required.