

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – STRATEGY & ARCHITECTURE - LOCATION - 55 YORK BLVD.)

SENIOR BUSINESS ANALYST

SUMMARY OF DUTIES

Reporting to the Supervisor, Strategy and Architecture, Project Services, and working as part of a project team or individually, the Senior Business Analyst's role is to analyze and devise complex business process requirements for all IT-related business and operations systems critical to core organizational functions. This includes researching and analyzing data in support of business functions, process knowledge, and systems requirements. The Senior Business Analyst will also assist in mentoring other staff so as to contribute to the development of business analytics capabilities within the Information Technology Division.

The Senior Business Analyst is also responsible for project change management activities, including collaborating with other team members to develop communication and change management plans. This role proactively creates reports based on their findings, complete with recommended improvements to, or new requirements for business processes and operational procedures. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments and to assist in implementing new hardware and software systems and business processes.

The Senior Business Analyst leads the process and requirements definition and validates benefit realization on medium and large complexity projects, requiring knowledge or insight on multiple business and/or functional areas. The Senior Business Analyst may be assigned on one or more projects as a project team member and/or a project lead, and provides coaching to other business, information and database analysts. As project lead, the Senior Business Analyst is responsible for ensuring the project team follows the established project delivery framework.

GENERAL DUTIES

Identifies process and business requirements through the effective use of interviews, document analysis, requirements workshops, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.

Proactively communicates and collaborates with external and internal customers to analyze information needs and functional requirements and delivers the following artifacts such as: business process flows, business requirements documentation, use cases and interface designs.

Critically evaluates information gathered from multiple sources, reconciles conflicts, decomposes high-level information into details, abstracts up from low-level information to a general understanding, and distinguishes user requests from the underlying true needs.

Applies approved project delivery methodologies, business experience and understanding of municipal context in conducting requirements definition and management of systems analysis.

In partnership with Business Relationship Managers and project team, develops and executes comprehensive change management plans, including stakeholder analysis, communication, training, documentation, and support plans customized for the needs of each project.

Analyzes and translates/interprets customer business needs into application and operational requirements.

Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.

Drives and challenges business units on their assumptions of how they will successfully execute their plans to implement re-engineered business processes.

Collaborates and participates with the Systems Analyst and other project team members in the planning and execution of project quality assurance. This includes development of test plans for system and user acceptance testing, development of test scripts and tracking of defects.

Researches, compiles and synthesizes information with regard to business analysis and process design/redesign methods, staying current on emerging technologies and analysis techniques.

Shares information regarding modern methodologies for business analysis and process design/redesign with the Business Architect and with other Business Process Analysts, and advise customers (internal and external) regarding appropriate methods to use depending on the need.

May be assigned to lead an initiative or project requiring the individual to provide guidance to other City resources, and to report status/progress/issues up through other IT management staff.

May be assigned to an initiative or project requiring the individual to take direction from other IT Unit Manager and/or Project Manager.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Performs other duties as assigned, which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University Degree or College Diploma in Business Analysis, Change Management, Communications, Computer Science, Information Systems, Business Administration or related discipline.
2. 5+ years of experience in business analysis and process design preferred. Demonstrated previous experience in the delivery of IT initiatives.
3. Certified Business Analysis Professional (CBAP) Certification is an asset.
4. Understanding of business concepts in a Municipal environment.
5. Demonstrated knowledge of ITIL, SDLC, application development lifecycles and supporting practices.
6. Demonstrated knowledge of project management lifecycle and quality assurance best practices and methodologies.
7. Experience defining strategic business and IT requirements, including developing use cases.
8. Demonstrated ability to lead and apply structured business analysis methodologies.
9. Demonstrated leadership and project management skills.
10. Demonstrated ability to guide and manage project teams which may include staff from other IT or City business units.
11. Demonstrated ability to use MS Office productivity tools (e.g. Word, Excel, PowerPoint, Visio, Project) to create and maintain project documents.
12. Proven analytical and problem-solving abilities, including the ability to make sound and logical judgments.

13. Strong interpersonal, written, and oral communication skills.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
