CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE, ACCESS & EQUITY – CUSTOMER CONTACT CENTRE - LOCATION – 330 WENTWORTH ST. N.)

BUSINESS PROCESS ANALYST – LAGAN - CUPE 5167

SUMMARY OF DUTIES:

Reporting to the Manager, Customer Contact Centre, the Business Process Analyst - Lagan's role is to analyze and devise business process requirements for all IS-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 Business Process Analyst - Lagan is also responsible for proactively generating and compiling reports based on his or her 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 IS system investments and to assist in implementing new computer systems.

The Business Process Analyst – Lagan provides process and requirements definition on smaller projects, or a workstream within a larger complex project, requiring knowledge or insight on one or more business and/or technical areas. The Business Process Analyst - Lagan may be assigned on one or more projects as a project team member and/or a small team lead.

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 deliver the following artifacts such as: business process flows, business requirements document, use cases and interface designs.

Critically evaluates information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.

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

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.

Develops requirements specifications according to standard templates, using plain language.

Collaborates and participates with the Quality Analyst and business owners in the planning and execution of system and user acceptance testing. Includes development of test plans, cases 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.

Supports the transfer of system knowledge and application to the applicable department in order to facilitate alignment with IT governance principles and the adoption of a sustainable solution for application support.

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

May be required to provide on call support to users.

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 Computer Science, Information Systems, Business Administration or related discipline.

2. Three (3) to five (5) years of IT experience, two (2) to three (3) years of experience in business analysis and process design and experience in the delivery of IS initiatives.

3. Certified Business Analysis Professional (CBAP) Certification in progress preferred.

4. Understanding of business concepts in a Municipal environment.

5. Knowledge of application development lifecycles and supporting practices.

6. Knowledge of application quality assurance best practices and methodologies.

7. Demonstrated experience documenting requirements utilizing Use Cases.

8. Demonstrated ITIL knowledge and experience.

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

10. Proven analytical and problem-solving abilities.

11. Ability to make sound and logical judgments.

12. Demonstrated ability to lead and apply structured business analysis methodologies.

13. Strong interpersonal, written, and oral communication skills

14. Proven analytical and problem-solving abilities.

15. Ability to make sound and logical judgments

16. Demonstrated ability to lead and apply structured business analysis methodologies.