

# Job Title: Business Analyst

## INDEPENDENT ELECTRICITY SYSTEM OPERATOR

<b>Job Title:</b>	Business Analyst
<b>Requisition ID:</b>	14881
<b>Location:</b>	Mississauga
<b>Temporary Assignment:</b>	Temporary, up to 36 months

### **General Accountabilities:**

A Business Analyst is responsible for providing business analysis services to multiple, concurrent initiatives including, but not limited to, medium-to-large scale enterprise-wide projects, informal business unit initiatives, and advisory services to business units.

A Business Analyst facilitates, elicits and secures approval for business objectives, performance measures, business process and information design, and requirements on information solutions by leveraging industry-aligned governance and analysis methods.

### **Responsibilities:**

#### **Business Analysis**

- Through different Business Analysis techniques facilitates the gathering and documentation of business requirements, including non-functional requirements and human performance requirements;
- Creates/Updates Process Maps;
- Analyzes current (“as-is”) business processes and, working with the business, updates “as-is” and designs “to-be” business processes, as necessary, based on business needs;
- Contributes to the authoring of the Project, or Program, Charter as an initiating and evolving document within the Portfolio and Project Management Lifecycle (PPMLC).
- Acts as a liaison between business and IT representatives to effectively communicate business needs and technical details to ensure a clear and complete understanding and alignment;

### **Skills Required:**

#### **Communications**

- Strong communication skills/experience including facilitation, presentations and written communications to senior management.
- Demonstrates well developed inter-personal skills, facilitation, conflict resolution and negotiation skills.

#### **Stakeholders**

- Understands who the client is, what are the clients' needs/expectations and provides realistic responses and actively monitors the client from planning to closeout.
- Manages stakeholder understanding, engagement and active participation specific to business analysis deliverables.

### **Decision Making**

- Regularly makes decisions and takes action on matters directly affecting the business analysis deliverables. Some escalations to supervisor required.
- Ensures that the appropriate stakeholders are represented in the decision-making process and that decisions made address the need or the opportunity at hand and are in the best interest of all stakeholders;
- Supports project sponsors in understanding the merits and drawbacks of all available options and creates opportunities for making timely choices/decisions.

### **Adaptability**

- Applies a mix of tools and methods, scaled to the needs of a project or engagement, to accomplish goals and objectives.
- Evaluates what worked well, what did not, and what could be done differently in future situations through formal and informal lessons learned and information sharing.

### **Influencing and Leading**

- Ability to work effectively and efficiently toward goals in a complex, diverse environment with multiple stakeholders and changing demands with some supervision.
- Is able to re-frame issues so alternate perspectives can be understood and accommodated to influence stakeholders towards shared goals.
- Provides coaching and guidance to the team members about business analysis approaches on a project or engagement so that the team members can understand their assigned tasks and act on them efficiently.

### **Selection Criteria:**

Requires knowledge encompassing the relevant technical fields including computer science, engineering, technical service delivery, finance, risk management, and customer service.

- Requires knowledge of business analysis theory, principles, and practices including the accepted best practices.
- Requires knowledge of Business and IT business methods, procedures and organization structures in order to be aware of limitations that can be imposed and to

recognize factors influencing the effective implementation of methodologies, risk and business analysis-related activities.

- This knowledge is considered to be normally acquired either through the successful completion of 4 years of university education in an appropriate discipline or by having the equivalent education.
- IIBA certification at the level of Capability in Business Analysis (CCBA) is preferred.
- Proven history of contributing to projects using both Waterfall and Agile methodologies.
- Demonstrated hands on experience achieving business objectives on small and medium enterprise-wide projects in a complex service delivery environment.
- Understanding of software development lifecycle; project management lifecycle; business, solution and technology architecture; and IT and business operations.
- Experience modelling processes using standard Business Process Model and Notation (BPMN).
- Identify and/or facilitate process risks and control requirements.
- Requires proficiency in computer tools used in business analysis and project management such as JIRA, Visio, MS Project, Sharepoint, MS Excel and Word.
- Requires proven track record of working in a team environment where different opinions and perspectives have to be managed, negotiated and resolved.
- Proven track record of meeting/exceeding customer expectations.
- Minimum of 6 to 8 years of work experience with 4 to 8 years of business analysis experience in a technical environment.

**What the IESO Offers:**

- Competitive market wages
- Comprehensive benefit programs
- Programs and policies to support a balanced lifestyle
- A challenging fast-paced team environment
- Opportunity to work with some of the brightest people in the industry

While we appreciate your submissions, we regret that we can only contact those candidates selected for interviews.

We thank all candidates for their interest in opportunities with the IESO.

The IESO is an equal opportunity employer.

Please note the successful candidate must be eligible to work in Canada and will be subject to a background check.