



www.civida.ca

E: help@civida.ca

P: 780-420-6161

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10232 112 Street NW

Edmonton, AB T5K 1M4

JOB POSTING

Position: Senior Business Analyst (PS3)

Location: Edmonton, Alberta

Term: Full-time, Permanent

Monthly Salary Range: \$6,828.32 to \$8,558.46 *(Based on AUPE Collective Agreement)*

At **Civida**, HOME is our focus. We are the largest provider of social and affordable housing in the Edmonton area, managing over 4,500 social housing rental units and over 700 near market housing rental units. We offer both townhouses and apartments throughout the city. We welcome the opportunity to provide our families and individuals with a safe and secure place to call home. Visit Civida for more information.

Reporting to the IT Project Manager, the Business Analyst will be responsible for reviewing, improving, and redesigning business processes and service to contribute to the organization's mission to continually improve service delivery to customers. The role will consist of projects and tasks that focus heavily on enhancing operational efficiency improving cross functional team working whilst championing the needs of the organization's departments. The Business Analyst will assist with developing and delivering improvements locally within the PMO department and across the wider business.

Key Responsibilities:

- Lead the elicitation and gathering of business and system requirements
- Analyze, design and implement complex management information systems
- Lead efforts to ensure that information systems support the organizational mission and objectives and coordinate the process of defining, investigating and solving problems related to business systems and special projects
- Manage, from a client business perspective, the requirements for related systems projects; ensure a high level of client satisfaction by monitoring the delivery of ongoing information systems to the organization
- Analyze new business requirements, system functionality, current system use and user needs; specify functional designs and work with developers and analysts to implement
- Develop system design for new or revised business systems; document and analyze input/output requirements, procedural flow between departments, operational audits and organizational structures



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- Manage external vendor or partner relationships
- Build and continually develop relationships with key partners to increase operational capability of the organization to deliver on its business strategy.
- Identify the impact of new product launches, projects or technology changes to departments.
- Participate in the new product development to ensure smooth introduction of new products or technologies into Customer Services and Service Provision.
- Define and document existing business processes and help to manage their continual improvement.
- Facilitate workshops to gain buy in across the organization for business improvement.
- Support the achievement and maintenance of all standards.
- Delivery of business improvement projects to agreed quality and time, ensuring key stakeholders are engaged and involved at all relevant stages.
- Identify interdependencies between departments and/or processes and work closely with peers to introduce these.
- Work to develop a cohesive and coordinated approach to dealing with operational issues within the organization, ensuring that regular communication channels are built and aligned across the business
- Provide leadership and coaching to junior roles
- Provide support to the Director, PMO with regards to internal/external projects in accordance with project management principles, methodologies and standards.
- May plan, direct, coordinate, monitor and review the work of others during all phases of the project team's work and coordinate the planning, development and presentation of training for users of business systems.
- Lead and coordinate projects to assist business owners in evaluating the potential for automating existing or proposed work functions or processes and assess the feasibility of creating or modifying systems to meet user requirements.
- Assist in the definition of the scope and scale of the project.
- Contribute to the planning process; participate in the development of project work plans and schedules;
- Coordinate, as assigned, the activities of internal/external stakeholders, project team staff, and additional resource as needed
- Monitor, review and evaluate and make recommendation on project progress and report to the project team lead.
- May serve as project manager.



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Qualifications:

- University Degree in a related field.
- 5 years relevant experience or a combination of education and relevant experience in process improvement and business development/transformation projects
- **Certificates that will be an asset:**
 - Business Analysis Certification (CBAP/CCBA, BCS BA Certification, PMI-PBA, etc.)
 - Certified Business Process Professional (CBPP®)
 - Business Process Management Certification
 - Project Management Professional Certification (PMP)
 - Lean/Six Sigma Certification
- Ability to design and document complex business systems
- Proven problem solving and analytical thinking and ability to approach problems logically and systematically
- Excellent communication skills, both written and verbal, including the ability to bridge functional and technical resources by communicating effectively with individuals of varying systems expertise and business needs
- Skill in conducting end user interviews and facilitating group meetings
- Knowledge of principles and techniques used in conducting management studies and in systems analysis
- A strong understanding of how ERP, BPM, CRM and BI tools operate
- A proven track record of quality process improvement
- Experience in defining, documenting, and validating business requirements
- Experience in facilitating and supporting business change and to influence others across the business of the need to change
- Experience in the design, preparation, and delivery of facilitated workshops, applying a range of tools and techniques
- Experience in the use of modelling tools (such as Visio, or similar)
- Knowledge of project planning and project management methodologies
- Excellent relationship development skills, with the ability to balance work and interaction with internal stakeholders, key partners and industry contacts.
- An understanding of Change Management
- Knowledge of data process modeling, business process design, and business operating procedures
- Strong organizational skills, including the ability to handle multiple assignments and tasks while meeting deadlines.



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- Strong analytical skills needed to assess needs, interpret requirements, develop process flow and resolve issues.
- Ability to maintain effective working relations with teammates, other employees, and the public.
- Ability to educate business users responsible for managing and operating business processes
- Ability to develop a framework for monitoring, measuring and providing feedback on process performance
- Ability to apply knowledge of business process modelling notations (BPMN, EPC, BPEL) to documenting processes.

How to Apply

Interested applicants must send in a resume with a cover letter explaining why they are interested in the position and why they believe they would be a strong candidate. The resume should set out relevant work experience and any volunteer experience that provides a picture of how the candidate fits with the position requirements.

We thank all applicants for their interest. Only individuals selected for interviews will be contacted. The successful applicant will be required to undergo a Police Information Check.

Send cover letter and resume to Human Resources email: careers@civida.ca

Competition #2321