Corporation of the County of Essex

Job Description

Position: Business Analyst

Department: Information Technology

Position Synopsis and Purpose

The position reports to the Director of Information Technology. The Business Analyst will be responsible for identifying the needs of the business and its key stakeholders for technology-based solutions for business issues. The Business Analyst will interview key stakeholders, document, and analyze the business requirements in order to define solutions that meet the overall needs of the organization. The Business Analyst will work closely with the Project Manager to implement and deliver the solutions across the organization. The business analyst will be supporting both business processes and systems.

Major Responsibilities

Description	Approximate Time Spent (%)
1. Requirements Gathering and Analysis - Collaborate with stakeholders to understand business needs, objectives, and processes. Elicit, document, and analyze business requirements to ensure they align with business goals.	25
2. Process Mapping and Improvement - Analyze and model current business processes using tools like flowcharts or BPMN diagrams. Identify areas for improvement and develop optimized processes to enhance efficiency and effectiveness.	20
3. Documentation and Communication - Document detailed functional specifications, process flows, use cases, and business rules. Communicate findings, recommendations, and requirements clearly to stakeholders and technical teams.	15
4. Solution Design and Evaluation - Work with IT teams to design and recommend technical solutions that meet business requirements. Evaluate and propose changes or enhancements to systems and workflows to align with business strategies.	15

Description	Approximate Time Spent (%)
5. Change Management and Training Support - Assist in implementing changes by coordinating with various teams and facilitating user training. Provide support for the transition to new systems or processes and ensure stakeholders understand how changes will impact their roles.	15
6. Testing and Quality Assurance - Develop and execute test plans to ensure that solutions meet the defined requirements. Work with QA teams to verify the functionality, identify defects, and ensure that changes do not negatively impact existing processes.	10

Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

Decision Making and Independence

1. Examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:

- Determining project scope requirements, which are critical and understanding resource constraints.
- Prioritizing the requirements of the key stakeholders and what are the important features of the projects.
- Defining acceptance criteria.

2. Examples of situations or problems that are referred to the supervisor for direction or resolution:

- Scope changes are to be escalated to the Director.
- Resource changes will be referred to the Director.
- Conflicts between high-level stakeholders should be referred to the Director.
- High risk items should be referred.

Required Training

- Business Process Analysis
- Scrum Master Training
- Agile Business Analysist

- Data Analysis
- User Story Mapping
- Value Stream Mapping
- ITIL or COBIT training

Qualifications

Education (Degree/Diploma/Certification)

- College diploma or university degree in the field of business administration, computer science, engineering, finance, or information systems
- Certified Business Process Analyst would be beneficial
- Project Management Professional would be an asset

Experience

- 3-6 Years of experience working directly with key stakeholders in a Business Analyst role
- Proven delivery of projects from idea to implementation

Knowledge/Skill/Ability

- Demonstrated knowledge of core business process and operations.
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development.
- Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products.
- Ability to create systematic and consistent requirements specifications in both technical and user-friendly language.
- Ability to apply statistical and other research methods into systems, issues, and products as required.
- Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources.
- Understanding of application development and software development life cycle concepts.
- Excellent understanding of the organization's goals and objectives.
- Excellent analytical, mathematical, and creative problem-solving skills.
- Excellent listening, interpersonal, written, and oral communication skills.
- Logical and efficient, with keen attention to detail.
- Highly self-motivated and directed.
- Ability to effectively prioritize and execute tasks while under pressure.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Setting

Contacts

(**Constant** – every day/most of the day, **Frequent** – Daily, **Regular** – Weekly, **Occasional** – Bi-weekly to Monthly)

Contact	Frequency	Context and Nature of Interaction
Elected Officials	Rarely	The only time the BA would interact with elected officials is by chance during a requirement gathering session or presentation.
Regulatory Bodies/Government Agencies	Rarely	It is unlikely the BA would interact with regulatory or government bodies unless they were specifically identified during the requirements gathering process.
Senior Leadership Team	Occasional	The BA will interact with the SLT to gather requirements or do make presentations.
Managers/Supervisors	Regular	To receive instructions or direction and to request information to complete task
External Professional Agencies	Occasional	The BA will work with agencies to gather requirements or to validate requirements that have been gathered.
External Municipal Administrators	Rarely	To request information to complete task
Members of the Public	Rarely	Similar to elected officials.
Peers	Regular	Day to day interactions, assistance and collaborations

Working Conditions/Physical & Mental Effort

(**Constant** – every day/most of the day, **Frequent** – Daily, **Regular** – Weekly, **Occasional** – Bi-weekly to Monthly)

Hours of Work	Required (Yes or No)
Normal (i.e. 9:00 am – 4:30 pm, Monday to Friday)	Yes
Evenings/Weekends	No
On-Call	No
Over-time (How often? Expand below)	No

Notes: Overtime is occasional. Limited travel may be required.

Work Environment	Frequency	Percentage
Indoor Work	Constant	100
Outdoor Work	N/A	N/A
Attend Internal/External Meetings	Regular	30
Frequency of Interruptions	Occasional	25
Time spent Travelling	Occasional	15
Interactions with Irate/Aggressive Persons	Rarely	5

Notes: Work environment is consistent with standard office conditions. Occasional need for pivoting when circumstances require it, is expected.

Hazards	Frequency
Noise	N/A
Fumes	N/A
Dirt, Dust	Occasional
Hazardous chemicals	N/A
Disagreeable weather conditions	N/A

Notes: Dust conditions may be encountered when working in file archives on an occasional basis.

Physical Requirements	Frequency
Operating and/or Maintaining Vehicles and Equipment	N/A
Standing	Regular
Sitting	Constant
Walking	Regular
Climbing	Occasional
Requirement to lift objects (list max weight in notes)	Occasional
Pushing and/or Pulling objects to complete tasks	Occasional
PPE worn on a regular basis (list type in notes)	N/A
Tools used (list type in notes)	N/A
Computer/Technology usage	Constant
Photocopier/Scanning usage	Frequent
Binding Machine	Occasional
Phone usage	Constant

Notes: Occasional retrieval and work with archived files requires lifting, pulling and/or pushing of boxes up to 40 lbs. Standard office equipment is used.

Mental Requirements	Frequency
Requires awareness of surroundings	Frequent
Visual effort required on a concentrated basis	Frequent
Requirement to listen attentively	Frequent

Notes: Focus and attention to detail, as well as awareness of immediate surroundings is required due to the confidential nature of work being performed.

Core Competencies

- Detail oriented
- Analytical
- Accuracy & Attention to Detail
- Empathetic Communicator
- Professionalism
- Cooperation
- Multitasking
- Prioritization

- Excellent Work ethic and Reliability
- Organization
- Communication
- Confidentiality
- Reliability
- Self-motivated
- Accuracy

Organizational Relationships

1. The BA will report directly to the Director.

2. The BA will have no direct reports.

3. The BA will regularly work with other departments and will be expected to complete deliverables in a timely manner to internal stakeholders.

Position Classification

Position Title	
Department	
Division	N\A
Classification	Union
Salary Band	Band 2 (265-274 Points)
Hours Per Week	35 (M-F 9:00AM – 4:30PM)
Work Location	Essex County Civic Centre
Reports To (Direct)	
Supervised By (Indirectly)	
Supervisor of	N/A
Date of Initial Approval	2021-12-01

Revision Date and Reason	2022-12-01 (To be reviewed after 1 year – new role)