Full-Time Business/Solutions Analyst
(35 hour per week)
Salary Range ($77,077 - $103,639)
Corporate Services Department

Under the direction of the Director of Corporate Services/Clerk, the Business / Solutions Analyst is responsible to lead the analysis of business solutions and business requirements, recommending corporate solutions and improvements to business processes, developing project plans and the delivery of both on-premise and cloud solutions. Provides business solutions support by working with the business units and the vendors to resolve issues. Analyzes business solutions and business processes to determine potential systems integration opportunities.

Major Responsibilities:
- Project Management: Collaboratively lead the definition, documentation, and successful completion of complex IT projects. Identifies, assesses, and manages risks to the success of the project.
- Business Analysis & Improvement: Responsible for investigative work to facilitate the development of business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organizational change.
- Develop RFPs for required technology related major projects; will sit on bid evaluation committees and contribute to decisions for contract awards.
- Lead multiple projects simultaneously within the technology project portfolio. This will include the creation and management of project artifacts such as assessments, charters, timelines, RAID logs, Requests for Change, and status reporting throughout the lifecycle.
- Application Support: responsible for application configuration, security, licensing, upgrades, backups, and disaster recovery needs; manages application enhancements to improve business performance
- System Integration and Build: Identifies, evaluates, & manages the adoption of appropriate tools, techniques & processes to create a robust integration framework.
- Systems Installation/Decommissioning: Undertakes routine installations and de-installations of items of hardware and/or software.
- Assist with information security: performs security risk, vulnerability assessments, and business impact analysis for information systems and investigates suspected attacks and manages incidents.
- Back-up to Network Analyst: provide helpdesk coverage and support.
- Undertake special projects, provide input & strategic guidance on IT strategic priorities and goal, in collaboration with the Director, manage open data, GIS main point of contact, and assist with web & digital solution development

Qualifications:
- College diploma or university degree (3 to 4 years) in the field of computer science or a related field or an equivalent combination of education and experience
- A minimum of 3 years' experience in an IT Business Analysis or Project Management role.
- Recognized Business Analysis or Project Management certification such as Certified Business Analys Professional (CBAP) and/or Project Management Professional (PMP) will be considered an asset
- Process improvement, process mapping & process analysis courses, &/or Service Quality accreditation (ITIL, Agile, Lean Six Sigma certification) will be considered an asset.
- Experience in a municipal environment would be considered an asset
- Knowledge and experience of business solutions software. Demonstrated experience developing business cases, business process models and leading business process redesign.
- Must have a valid Ontario Class G driver's license and access to a reliable vehicle.

Skills and Competencies:
- Excellent customer service skills and communication skills, both verbal and written, and the ability to communicate efficiently & effectively.
- Strong continuous development focus and strategic approach to business solutions development
- Proven analytical/decision-making skills to examine specialized/broad problems & develop solutions.

- Extensive knowledge of business process modelling tools and techniques.
- Demonstrated ability to independently multi-task and prioritize across a number of projects.
- Ability to present ideas in business-friendly and user-friendly language.
- Team-oriented and skilled in working within a collaborative environment.
- Keen attention to detail for a role where quality assurance is important.

*Full job description available upon request. The selection process may include assessment methods to further determine a candidate's knowledge and skills for the position. The successful applicant will be required to provide a Police Criminal Reference Check.

Please submit a detailed application outlining current experience, background and education, no later than 4:30 p.m. on **Tuesday July 9, 2024**. Replies should be addressed to Valerie Ratchford, Human Resources at resumes@scugog.ca.

NOTE: We thank all applicants and advise that only those selected for an interview will be contacted. Personal information will be used to determine eligibility for potential employment and is pursuant to the Municipal Freedom of Information and Protection of Privacy Act.

The Township of Scugog is an equal opportunity employer. In addition, accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Please contact Human Resources if required.