

Business Analyst

Job Description

Reports to:	Various
Division:	Various
Business Centre:	Various
Date Updated:	2026

Job Scope: The Business Analyst supports assigned business centres by analyzing business needs, processes, systems, data, and service delivery practices to identify opportunities for improvement. The role partners with staff across the organization to gather and validate requirements, assess the impacts of process, policy, and technology changes, and support the implementation of practical solutions that strengthen customer service, operational effectiveness, data integrity, and internal efficiency. This position provides business analysis, documentation, testing, user support, and change enablement for business centre applications, digital services, process improvements, and related initiatives, while helping ensure solutions align with business requirements, operational procedures, risk considerations, and organizational standards.

Key responsibilities of the job are as follow:

1. General responsibilities:

Business Analysis, Requirements & Process Improvement

- Consult with staff across business centres to identify business needs, constraints, and opportunities to improve customer service and internal efficiency.
- Elicit, analyze, document, and validate business and functional requirements using interviews, document analysis, workflow analysis, site visits, and other information-gathering techniques.
- Critically evaluate information from multiple sources, reconcile gaps or conflicting inputs, and translate high-level needs into clear, detailed requirements and process specifications.
- Analyze business and operational data to identify trends, issues, opportunities, and performance improvements.
- Assess the business impacts of process, policy, and technology changes and identify associated risks and mitigation strategies.
- Research and recommend practical, fiscally responsible technology solutions, enhancements, and process changes that align with business objectives.
- Support the design, configuration, and continuous improvement of business centre applications, digital services, and related operational procedures.

Solution Delivery, Testing & Operational Support

- Support the delivery of well-defined assignments, projects, and system enhancements with identified objectives, timelines, and business outcomes.
- Develop test plans, perform testing activities, coordinate user acceptance testing, and document results to help ensure changes meet business requirements.
- Develop and maintain documentation including business requirements, procedures, support materials, training resources, and job aids.

- Provide operational support for business centre applications and digital services, including troubleshooting issues, responding to user inquiries, and assisting with issue resolution.
- Help ensure data integrity, accurate recordkeeping, and effective integration of changes into existing systems and operational processes.
- Support users of business centre applications and digital services through documentation, training, information sessions, and ongoing user enablement.
- Communicate clearly with stakeholders on requirements, testing, issues, status updates, and recommended solutions.

2. Business Centre/Team Focused responsibilities:

- **Building & Assessment:** Support the electronic permitting experience by assisting with troubleshooting, testing, documentation, training, information sessions, and ongoing user enablement for internal users and, where applicable, external users. Work with Building & Assessment staff to identify workflow issues, system enhancement opportunities, and process improvements that support service delivery and operational efficiency.
- **Information & Technology:** Support the planning, evaluation, improvement, and implementation of technology solutions that strengthen municipal operations and maximize the value of the Town's technology investments. Lead or support IT-related projects by translating business requirements into practical technical solutions, completing systems and integration analysis, developing requirements and project documentation, and working with internal teams to modernize systems, improve efficiency, and support effective service delivery.

3. Other Responsibilities:

- Maintain current knowledge of business analysis practices, application support approaches, and relevant technologies to support continuous improvement.
- Build and maintain productive working relationships with internal and external stakeholders and participate in meetings, information sessions, and other engagement activities as required.
- Support presentations, training activities, and knowledge-sharing opportunities for internal users.
- Ensure compliance with OH&S requirements, Town standards, administrative guidelines, and applicable operational procedures.
- Undertake other related duties, projects, and initiatives as assigned.

Qualifications and required skills:

- **Education:** Equivalent to completion of a diploma program in Business Technology Mgt, Information Systems, Business Analyst or related field.
- **Experience:** 3 or more year's related work experience representing continuous learning and career progression.
- Proficient in MS Office Suite, especially MS Project or similar tools.
- Workflow mapping, software and programs experience, design, develop, map, implement efficient processes.
- **Skills:**
 - Ability to prioritize work and operate under tight deadlines.



- Strong analytical skills for requirements and problem-solving; ability to propose innovative, workable solutions.
- Excellent verbal and written communication skills.
- Strong multi-tasking, priority setting, and customer service focus.