

BUSINESS ANALYST



Phone :
Web :

Job Summary

Vacancy :
Deadline : Jul 26, 2024
Published : Jun 26, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Job ID: 30304

Job Category: Policy, Planning & Research

Division & Section: Housing Secretariat, Housing Stability Services

Work Location: Metro Hall, 55 John Street, Toronto

Job Type & Duration: Permanent Vacancy

Salary: \$86,716.00 - \$112,255.00 annually, TM1897, Wage Grade 6.0

Shift Information: Monday - Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 25-Jun-2024 to 10-Jul-2024

Bring your creativity and collaborative approach to join our dynamic, multi-disciplinary Operations Support team contributing to the development and delivery of high-quality housing initiatives across the City of Toronto.

The Operations Support unit within the Housing Stability Services section focuses on reporting and data management, program and policy development, communications, training, and system administration. Reporting to the Housing Consultant, this Business Analyst role will focus on developing, documenting, and analyzing policies and procedures, business systems and processes, and management practices in order to make recommendations for improving efficiency and effectiveness of service delivery.

Major Responsibilities

- Documents and analyzes business systems and/or processes; identifies a range of feasible options for operations, policies, technology, data and information systems, and management practices; assesses the implications and viability for each option; and recommends changes to improve service delivery.
- Leads review/re-engineering sessions and business process mapping exercises with key stakeholders and senior management to document business processes, systems and data requirements, and identifies gaps and opportunities for improvement.
- Leads the collection, analysis and reporting of large data sets of operational and client demographic data, including analysis of users' needs and experiences, through various methods such as leading focus groups, workshops and user interviews in collaboration with a diverse range of partners.
- Leads the review of current Key Performance Indicators (KPIs) and the creation of new KPIs, using a Results Based Accountability (RBA) methodology for the analysis and reporting of program/unit outcomes.
- Develops and documents standard operating policies and procedures, as well as terms of reference and methodologies for review.
- Conducts analysis and determines key indicators to measure the effectiveness and efficiencies of service delivery methods, designs processes to track those indicators, and reviews financial and program reports and processes for Provincial, Federal and City funding programs.
- Prepares business cases, feasibility (including economic, organizational, operational, and technical impact) studies, project charters/plans, business/functional/technical requirements, design documents, training strategies/plans, and user documentation.
- Recommends and implements data management tools and software to improve program efficiency.
- Builds and manages cooperative relationships with inter-divisional teams and staff working groups, committees and external groups to coordinate projects associated with business systems.
- Prepares management reports, highlighting trending information/data and discrepancies, providing strategic advice and making recommendations on changes in business methods and processes, including in areas such as staffing levels and resource allocation, contracted services, management control tools and reporting, performance measurement, performance data reporting, best practices and program and service review.
- Creates and designs application and software testing processes to monitor system and software functionality. Ensures offerings are entirely functional and provide quality assurance for software products. Automated testing and problem-solving of various tasks that work towards implementation process.
- Creates training, education and communication materials to support new and/or modified business processes.
- Develops and delivers visual presentations, briefing materials and other documentation.
- Conducts research into assigned area ensuring that such research takes into account developments within the field, corporate policies and practices, legislation, and initiatives by other levels of government.

Key Qualifications

- Post-secondary education in a pertinent discipline to the job function (e.g. business or public administration), or an equivalent combination of education and related experience.
- Considerable experience conducting data analysis, and working collaboratively with a diverse range of stakeholders to understand and transform business processes, including the design and facilitation of business process mapping (BPMN) and business process re-engineering, as well as developing continuous improvement plans.
- Considerable experience developing complex tracking systems, as well as working with large data sets to create reports, dashboards, analyze data and prepare recommendations for senior management in the form of a deck, briefing note or other summary documents.
- Considerable experience working with ETL and SQL databases for data import and report design.
- Experience working as part of project teams to review and track requirements and scope documents.
- Strong knowledge of project management methodologies, including the definition of project purpose and objectives, project activities, milestones and deliverables, monitoring and tracking progress.
- Strong proficiency with Microsoft Office products to create reports, spreadsheets, presentations (e.g. Word, Excel, PowerPoint, Access), as well as other relevant application products to create work process materials (e.g. MS Project, Visio).
- Ability to prepare schedules, statements, process maps and financial reports.
- Ability to work independently in a demanding, fast-paced, constantly changing environment, and to manage multiple competing priorities.
- Familiarity with public sector performance measurement and risk analysis, and the ability to research and track useful process and program measures for reporting the effectiveness and efficiency of divisional programs.
- Highly developed communication (verbal and written) and interpersonal skills to effectively facilitate information sharing to update senior management, key stakeholders, staff in other divisions, community agencies and other levels of government.
- Knowledge of the principles and practices employed in the effective analysis (both financial and general business processes) of business and government operations.
- Understanding of systemic barriers, racism and discrimination faced by Black, Indigenous and equity-deserving residents and communities in Toronto.
- Ability to support the Toronto Public Service values to ensure a culture that champions equity, diversity and respectful workplaces.

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to employment equity.

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the **application process** is available upon request. Learn more about the City's Hiring Policies and Accommodation Process.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
