

Business Analyst

Phone :
Web :



Job Summary

Vacancy :
Deadline : Aug 10, 2024
Published : Jul 10, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Who We Are

Util-Assist is a leading consulting and services company to electric, water, and gas utilities, with customers throughout Canada and the United States. Utilities today are undergoing an exciting digital transformation; the widespread deployment of smart grid technologies and renewable energy sources is colliding with customer demand for electric vehicles, energy savings, and better customer experiences to produce a dramatic shift in how utilities do business. Util-Assist is at the forefront of that shift. Our vision is to be the trusted partner in driving digital innovation that reshapes the utility landscape. To bring that vision to life, Util-Assist is leading the way in helping utilities take advantage of the latest developments in utility IT, with growing practices for data analytics and customer experience consulting building on our well-established smart grid procurement and implementation management services. Our managed services division leverages advancements in utility IT systems to deliver a variety of services to utility customers, including outage communications management, managed billing, and AI-enabled substation security monitoring.

Teamwork is key to the success of the Util-Assist family; mutual respect, cooperation, and honesty are hallmarks of our principles. We offer a range of energizing, multi-disciplinary careers in a high-tech industry, with great potential for development and advancement as both the industry and our company continue to grow. Util-Assist's flexible work environment allows you to choose the work arrangements that make the most sense for you. We will give you the tools and support to succeed in our business, wherever you are.

At Util-Assist, we pride ourselves on cultivating a welcoming, positive, and inclusive workplace. Thanks to our outstanding culture, we are the proud recipients of several national and local awards, including certification as a Great Place to Work (three years running) by Great Place to Work Institute® Canada, the Employee Recommended Workplace Award (three years in a row), the York Region Business of the Year award, and the Newmarket Large Business of the Year Award.

Util-Assist is an equal opportunity employer. We are dedicated to providing a barrier-free work environment and ensuring all qualified applicants receive consideration for employment without regard to race, color, religion, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Our commitment to diversity and inclusion is demonstrated through our policies and practices, aligning with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Join us to be a part of a team that values and celebrates diversity, and where your unique contributions can make a significant impact.

We're excited to meet you! Learn more about Util-Assist at www.util-assist.com.

What We Need:

The **Business Analyst** works with the Consulting Team to provide technical support or business analysis for client engagements to ensure that project objectives are achieved consistent with organizational service standards.

What You'll Do:

- Gather functional and non-functional requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, design thinking, task and workflow analysis
- Plan and facilitate workshops to identify and validate requirements with technical and business stakeholders in support of projects and opportunities
- Produce requirements documents including business process flows, business requirements documents, and technical design drawings
- Manage requirements to clearly identify backlog, future enhancements, and change requests throughout the project lifecycle
- Provide specialist advice on the design of the system from the client's business perspective
- Develop and sustain positive relationships with clients and ensure that Util-Assist is represented in a positive manner
- Create reports and track project progress
- Facilitate meetings with clients to ensure that decisions and next steps are documented and recommendations are adhered to
- Design and document solutions for client engagements and collaborate with the project team
- Act as the subject matter expert in certain technical elements of the project and/or provide technical expertise to identify risks and support legal discussions and contract negotiations
- Ensure deliverables are completed appropriately and consistent with project timelines
- Adhoc tasks, as assigned.

What You Will Bring:

Skills

- Advanced communication skills both verbal and written
- Advanced ability to simplify and document business requirements and processes
- Advanced MS Office skills, including SharePoint, Teams, and Visio
- Intermediate Microsoft DevOps skills
- Advanced ability to simplify and document business requirements and processes
- Advanced presentation skills
- Basic project management skills
- Advanced facilitation skills
- Intermediate leadership, conflict resolution and decision making skills
- Advanced skills in completing tasks independently and comfortable with ambiguity

Knowledge

- Advanced knowledge of standard business analysis tools
- Intermediate knowledge of the utility industry, terminology, workflow, and operations
- Basic knowledge of 1 or 2 of Util-Assist's offerings including AMI, MDM, CIS, Utility Data Analytics and Smart City initiatives

Knowledge

- Undergraduate degree/diploma in Computer/Data Science, Business Administration, Engineering or a related technical field
- 7+ years of experience as a Business Analyst in software implementation and integration projects
- 8-10 years' combined experience in a Business Analyst or Consulting role supporting multiple industries with a focus on AMI, MDM, CIS, Utility Data Analytics or Smart City initiatives for the utility sector
- The ability to travel within North America and work at a variety of client sites is required
- Demonstrated experience working with an external vendor providing a COTS (commercial-off-the-shelf) tool
- Demonstrated experience in application development and systems integration as a business analyst
- Demonstrated knowledge of structured analysis techniques and development tools as applied to business processes, automated systems, and workflow analysis

Working Conditions

- Work-life balance with flexible hybrid working arrangements
- Hybrid office environment
- A successful SIN and passport clearance along with a police vulnerability check is required

Company Benefits

1. **Innovative Work Environment:** Be part of a dynamic and innovative company at the forefront of technological advancements
2. **Competitive Compensation:** Receive a competitive package reflective of your expertise and contributions
3. **Career Growth Opportunities:** Flourish in a fast-growing organization where your career advancement is encouraged and supported
4. **Vibrant Workplace Culture:** Experience a fun, social, and award-winning culture where teamwork and collaboration thrive
5. **Comprehensive Employee Assistance Program (EAP):** Access resources and support through our EAP, including Nutritional Health Coaching, to enhance your well-being
6. **Parental Leave Program:** option to participate in our top-up program for parental leave
7. **Comprehensive Benefits Package:** A streamlined and quick enrollment process, with Health, Dental and other benefits covered by the employer
8. **Retirement Planning:** Plan for your future with our retirement plan, including employer matching, to help you achieve your long-term financial goals
9. **Exclusive Memberships & Offers:** Access special rates for you and your family for fitness membership, mobile and data plans and vehicle purchase program
10. **Birthday Lieu Day:** Each year on your birthday, we offer all employees a lieu day (apart from regular vacation & work anniversary day addition) to celebrate your special day your way!

Individuals interested in applying please submit resume and cover letter by:

July 26, 2024

We thank all applicants for their interest in Util-Assist; however, only those selected for an interview will be contacted.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
