

Junior Business Analyst

Phone :
Web :



Job Summary

Vacancy :
Deadline : Aug 15, 2024
Published : Jul 15, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

Employment Type: Permanent Full-time

Location(s)

: SK

Salary Range: \$32,697 - \$39,809 Hourly

Salary Supplement: included in hourly salary range (in-scope)

Why eHealth?

We may be biased, but eHealth Saskatchewan is the place to be right now! As the result of a province-wide consolidation of IT services in the healthcare sector, we have seen substantial growth in our organization that is only going to increase as we aim to meet our expanded mandate and the immense need for our support. This gives our people a unique and rare opportunity to truly create, build, improve, and leave their mark on a growing organization.

We are a Treasury Board Crown Corporation that focuses on digital technologies to enable, support, and enhance high quality health services across the entire province. There is no greater job satisfaction than knowing the work you do is directly related to saving a life or bringing a new one into the world. Although we may not be front facing with patient care, we have a huge role in maintaining and improving IT systems and supporting health care providers and teams throughout Saskatchewan in delivering the best possible care to patients, citizens, and health system users. Programs range from primary care to acute care, and includes laboratories, pharmaceuticals, and diagnostics. Additional programs and services that support patient care and information include Virtual Care, MySaskHealthRecord, the Provincial Electronic Health Record, Health Registries (eligibility for health services/distribution of health cards) and vital event records.

Our vision is "Connected healthcare, accessible to everyone, everywhere" with a mission to "Collaborate to transform healthcare through the use of information and innovative technology". It is a complex environment, constantly evolving and quick to change as we live our values of excellence, integrity, teamwork, courage, resilience, and collaboration.

About the Role:

Reporting to the Manager, Drug & Pharmacy Services, eHealth is looking for a Junior Business Analyst with an Information Technology background, who has a customer focus and values knowing that the work they do has a direct impact on the lives of patients and their families.

As part of the Drug & Pharmacy Services team, you will develop and monitor data quality metrics, develop standard work and engage with stakeholders both internally and externally. You will be expected to support initiatives, including gathering, validating and managing business requirements, clear and concise documentation, implementation planning, training development and execution, incident management and support. You must have a passion for customer service and an aptitude for problem solving to understand their problem and be able to communicate that to others.

Typical Daily Duties:

- Gather and document business processes, requirements, and specifications.
- Liaise with end users, customers, and third party service providers.
- Providing support and training for technology solutions.
- Ensures that recommendations include sufficient controls.
- Identifies opportunities where business processes can be enhanced through the implementation of technology or by other techniques.
- Participate in projects as needed to ensure that services are smoothly transitioned into Support Services.
- Typical daily duties will vary based on the day-to-day.

What we are looking for:

A key to success in this role is building strong relationships, having a strong customer focus, a knack for solving IT problems, and making connections (knowing who else to involve and when). To make that happen, you will be assisting in gathering, understanding and documenting business processes, and the requirements and specifications needed to implement IT Interfaces that will enable the business to achieve its goals.

You will demonstrate written and verbal communication skills and thrive in a dynamic, technology driven environment. Proven experience and skills in effective communication, problem solving, documentation standards, and a rigor for change management protocols and quality control are an asset. Within our environment, the situations you will encounter aren't black and white and you must enjoy 'working within the gray'.

You will have knowledge of:

- Knowledge of requirements analysis and solution design techniques.
- Knowledge of business process improvement methodologies, tools, and processes.
- Knowledge of information analysis techniques.
- Knowledge of information technology architectures including: integration and application software, interoperability standards, database, subsystem components and software.
- Experience in supporting the adoption of computer technology in a health care or related environment.
- Experience in testing, implementing and adapting existing systems/applications in an integrated environment taking into account design alternatives, business requirements and system impacts.
- Excellent documentation skills to produce business requirements, test plans and schedules.
- ITIL – Information Technology Infrastructure Library certification is an asset.
- Certified Business Analysis Professional designation is an asset.

The knowledge and skills required for this position would be attained through the completion of a post-secondary degree or diploma in Computer Science or related area of study. An IIBA Entry Certificate in Business Analysis (ECBA) with an equivalent combination of experience will be considered (BRONZE). In addition, the successful candidate will have at least 1 year of experience working within an integrated IT/Health support environment. An equivalent combination of education and experience may be considered.

You will be:

- Flexible, organized and quick to learn in order to independently prioritize and organize your own workload to meet tight deadlines and successfully complete projects in a changing environment;
- Patient, honest, discreet and respectful/tactful while working with various types of sensitive information (e.g. personal health information);
- Service-oriented, thorough, reliable, disciplined, organized, and strong attention to detail in order to complete tasks for clients and coworkers etc.;
- Creative, logical, and have a strong motivation for continuous improvement and learning; and
- Empathetic, diplomatic and sensitive in order to respond to issues and concerns of others who may be angry or frustrated.

Competencies:

Communication

• Write/create and communicate (verbal and written), explain or present information to a wide variety of technical and non-technical individuals and/or groups in a clear, accurate and understandable manner. Material may include, but is not limited to, user, systems and requirement documentation and procedures, at a level appropriate to the target group.

Problem Solving

- Identify, explore and evaluate options on processes and methodologies and information technology solutions in order to design new business systems and develop feasible recommendations.
- Diagnose, extract, recall, synthesize, conceptualize and apply ideas, processes and information to incorporate new technology and diagnose technical problems (delays, malfunctions, and errors) in order to determine the root cause of the problem and to create new solutions in a constantly changing technological and business environment within a reasonable time frame.

Interpersonal

• Build cooperative working relationships with coworkers and clients to ensure credibility and confidence in services provided as well to build capacity in client's knowledge and ability to use and apply services.

Organizational

• Independently prioritize and organize one's own workload to meet tight deadlines and successfully complete tasks in changing environment.

Analytical

• Gather, understand and synthesize specialized information in a way that can be applied to meet the needs of the organization and within given constraints.

Team work

• Work independently and participate as a team member to meet the needs of clients and co-workers and to build productive, positive work relationships.

Technical

• Test, implement or adapt existing systems/applications in an integrated environment considering design alternatives, business requirements and system impacts.

If you are looking for an opportunity to challenge yourself and showcase your abilities, we would love to hear from you.

Level: SGEU-SIT08

Anticipated Start Date: August, 2024

Location: Open to SK (On-Site)

We are committed to workplace diversity.

Number of Openings

: 1

Closing Date

: Jul 23, 2024, 6:59:00 AM

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
