

Operational Business Analyst

Phone :

Web :



Job Summary

Vacancy :

Deadline : Sep 06, 2024

Published : Aug 06, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

OPSEU - PO

Job Number:J0724-0703

Job Title:Operational Business Analyst

Job Type:Permanent Full Time

City, Province, Country:Toronto, Ontario, Canada

Job Location:Toronto

Job Category:Business Analysis

Job Classification:FP7

Role Designation:Flexible Hybrid - In person days can be flexible from week to week subject to manager approval and operational requirements.

Open Positions:1

Posting Date:August 6, 2024

Closing Date:August 20, 2024

Salary:\$84,468.62 - \$97,922.29/Year

Legal Aid Ontario employees are committed to making a difference in the lives of our clients.

As an integral partner in the Justice system, working at Legal Aid Ontario is more than just a job. It's an opportunity to help people who need it the most; to ensure each client receives the access to justice afforded to them under the law.

If you are looking for a new challenge in your already meaningful career with a team dedicated to justice, and innovation in a flexible and supportive work environment consider this opportunity below.

Building a diverse workforce that represents the communities we serve while promoting a safe culture and work environment that dismantles systemic barriers, welcomes fresh perspectives and embraces differences as a priority is a core value at LAO. LAO encourages applicants from equity-seeking groups, including but not limited to individuals who are First Nations, Inuit or Métis, Black and racialized, as well as persons with disabilities, women and members of the 2SLGBTQ+ community.

We recognize the value of equity, diversity and inclusion and are committed to addressing systemic barriers, and prioritizing, attracting and retaining diverse staff. All interested and eligible people will be considered, with due consideration to all protected grounds under the Ontario Human Rights Code.

Legal Aid Ontario values integrity, respect, responsiveness, excellence, independence, accountability, openness and consistency. Our recruitment process reflects our commitment to equity, diversity and inclusion. Accommodations are available throughout the recruitment process as well as during employment at LAO. Please direct any accommodation requests to our recruitment team.

Primary function

Reporting to the Manager, Client Business Systems and User Support within the Intake Operations Support group, the Operational Business Analyst will play a crucial role in the analysis and implementation of initiatives for the Operations division and the organization. The responsibilities of this role include:

- o Acting as a liaison between stakeholders to elicit, analyze, communicate and validate requirements for changes to LAO's business systems and tools;
- o Leading key initiatives for the Operations division and the organization, covering phases from business requirements to testing, implementation and support.

Home Location: Provincial Office - Toronto

Secondary/Other Location: Not applicable

Key accountabilities

- Consult with stakeholders and user groups to prepare business requirements documents (BRD's), personas, prototypes, and user flows as a result of those consultations.
- Conduct research, and monitor analytics to assess issues with LAO's digital products, systems and tools and suggest usability solutions to problems.
- Write, facilitate, and evaluate usability tests and provide recommendations to improve user experience across LAO digital systems and tools.
- Support the identification of opportunities to optimize processes and identify non-system components that may be suitable for digitization.
- Provide advice and input on key data requirements and decision points in business processes in the client intake and certificate program.
- Participate in the testing of system enhancements.
- Provide user support during the post-implementation phase of new processes as well as support for day-to-day system issues.
- Maintain and configure system data based on business and user needs.
- Apply knowledge of LAO business practices, including intake and application processes to suggest enhancements, designs and features that are beneficial to clients and/or LAO staff.

Required skills & experience

- Undergraduate degree or equivalent combination of education and experience; CBAP designation is an asset.
- Demonstrated proficiency with PeopleSoft, Oracle Service Cloud, and Oracle Intelligent Advisor is an asset.
- Strong technical knowledge to troubleshoot and resolve system problems and daily operational issues and effectively share knowledge with others.
- Deep understanding of digital experiences, products, and services delivery
- Demonstrated experience with UX testing including writing scripts, developing interactive prototypes, facilitating and evaluating usability tests
- Advanced knowledge of Microsoft Office applications, including Excel, Access, Word, PowerPoint
- Advanced understanding of Legal Aid Ontario business processes including sound business knowledge of processes, policies, and procedures, and system functions
- Excellent communication (oral and written) and organizational skills.
- Ability to work effectively and professionally with all levels of staff, management and stakeholders within LAO.
- Ability to manage multiple concurrent objectives, projects, groups or activities.
- Highly motivated and comfortable working independently
- Decision-making and critical thinking skills.
- Knowledge of Accessibility for Ontarians with Disabilities Act (AODA) and Ontario Digital Service Standard an asset
- Applicants should provide examples of their experience in their cover letter and resume.

Organizational Competencies Expected

- Client Focus
- Adaptability and Flexibility
- Personal Motivation and Accountability
- Focus on Quality and Best Practice
- Problem Solving and Judgement
- Organizational Awareness
- Teamwork and Collaboration

To apply submit a cover letter & résumé.

Only those candidates selected for an interview will be notified by email.

This position is collectively represented by the Ontario Public Service Employees Union (OPSEU) and the successful incumbent will be governed by the provisions of a collective agreement and subject to union dues.

Please note that all applicants are encouraged to provide a valid email address for communication purposes. Applicants may receive written correspondence regarding this job posting directly to the email address provided on their resume or to the one used to set up their Candidate Profile if applying on Njoyn. As an applicant, it is your responsibility to ensure that you check your email regularly.

First time applying to LAO? You will need to create a profile AND then apply for the position.

Already have an Njoyn account? Just sign in and select "my jobs" to apply.

Once you have successfully applied you will receive a confirmation email.

Trouble applying? For telephone support please call 1-877-427-7717 or email support: candidate.njoynhelp@cgi.com

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
