



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

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Job Board Posting



Careers.Indigenous.Link

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BUSINESS SYSTEM ANALYST (HYBRID)

Job ID	63764-6395	
Web Address	https://careers.indigenous.link/viewjob?jobname=63764-6395	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2024-07-12	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

UNIT/PROJECT DESCRIPTION: Reporting to the Manager of Software Applications for the DeGroot School of Business, the Business Systems Analyst (I) works with stakeholders and IT members to gather solution requirements, align IT solutions with the business needs, manage projects/implementations and guide work of application developers, and to ensure that maximum value and efficiencies are delivered to the DeGroot School of Business community and to McMaster University as per strategic plans. Ongoing technical support of various software solutions and applications that support school planning and operations is required.

JOB SUMMARY: The Business Systems Analyst (I) acts as a technical and consulting resource for routine and moderately complex issues related to various University departments and units with respect to the implementation and maintenance of information technology systems. Supports the University's academic and administration departments by acting in a functional capacity in all phases of the Project Life Cycle for components of medium to large projects, including post-production support and ongoing maintenance. Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations. Works under routine supervision without frequent reference to others and uses minor discretion to resolve various problems and inquiries. Specific instruction is given and work is frequently reviewed.

PURPOSE AND KEY FUNCTIONS:

- Elicit requirements using interviews, document analysis, requirement workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Analyze information needs and functional requirements and deliver artifacts such as functional requirements, business process models, use cases, screen and interface designs, test plans and test cases.
- Critically evaluate information gathered from multiple sources to distinguish user requests from the underlying true needs.
- Take ownership of functional issues by identifying underlying problems, analyzing potential solutions and implementing system resolutions, including workarounds.
- Provide Level III post implementation support to users regarding functional issues.
- Participate in all phases of testing including, but not limited to, system, integration, acceptance, regression, and performance.
- Work with the development team to determine technical approaches and technical risks for project testing.
- Develop requirement specifications according to standard templates, using natural language.
- Work closely with testing team members to ensure that requirements are testable.
- Prepare and assist other testers with the creation of test cases.
- Identify and manage defects identified during all phases of a project.
- Review test cases created by testing team members to ensure that the test cases adequately define the business processes.
- Resolve problems in the test, production implementation, and post-implementation phases in coordination with other technical and business groups.
- Develop simple queries using basic Business Intelligence tools.
- Review systems, processes, and information and provide recommendations to supervisor.
- Serve as the conduit between the Project Management Office and development teams through which requirements flow.

- Liaise between the technology and support teams.
 - Communicate project, issue, and system status to the Lead and Project Manager.
 - Communicate testing results to other stakeholders.
 - Facilitate effective dialog between technical staff.
 - Interact with and exchange information with colleagues.
 - Follow a test script and document defects.
 - Prepare and review recommendations and other project initiation documents.
 - Prepare and review end user and operations documentation, training materials, and timelines.
 - Maintain information technology process flow, methodology, and control documentation.
 - Work with the Lead and Project Manager to prioritize and schedule issues resolution.
 - Plan, schedule, and monitor own work within short time horizons.
 - Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
 - Understand and use appropriate methods, tools, and applications to complete work tasks.
 - Demonstrate a rational and organized approach to work and identify development opportunities.
 - Absorb technical information when it is presented systematically and apply it effectively.
 - Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
 - Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
 - Follow service practices that meet customers' and University needs.
 - Interact with others in a way that gives them confidence in one's intentions and those of the University.
 - Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
 - Perform a range of varied work activities in a variety of structured environments.
 - Successfully engage in multiple initiatives simultaneously.
 - Apply and enforce department change control policies and procedures.
 - Acquire and maintain a basic understanding of Business Intelligence and Data Warehousing principles.
 - Read and understand complex Business Process Diagrams and develop basic (Level II) models.
 - Read and understand a complex project plan and develop simple project plans.
 - Remain current with relevant development and project methodologies.
 - Remain current with security policies and procedures and work with System Administrators to implement security changes.
 - Remain current with the different levels of testing and develop simple use cases and test scripts.
- ASSETS: The Business Systems Analyst (I) requires an understanding of both University processes/requirements and of information systems capabilities, optimization and design. The ideal candidate would benefit from any past training or experience in any of the following:-
- Working knowledge of Windows, SharePoint, and Exchange.
 - Working knowledge of SQL data/database concepts pertaining to ETL processes, data management, and reporting.
 - Working knowledge of various SDLC, ITIL, and project management frameworks.
 - Working knowledge of Office 365 applications including: PowerBI, PowerAutomate, PowerApps, and Dynamics CRM are an asset.
 - Coordinating UAT and delivering application training to small groups.
 - This role will have extensive interactions with Students, Faculty, and Staff and will appeal to those who have excellent communication and interpersonal skills and the ability to work effectively as part of a team or independently.
- The successful candidate will be able to multitask, managing several concurrent projects, and be able to effectively manage competing priorities in a courteous and professional manner.

For more information, visit McMaster University for BUSINESS SYSTEM ANALYST (HYBRID)