



HAMILTON POLICE SERVICE (HPS)
CIVILIAN JOB OPPORTUNITY

BUSINESS ANALYST

PeopleSoft Job ID: 15259

Notice Date: April 23, 2019

Application Deadline: May 7, 2019

Job Title & No.: Business Analyst

Reports to: Supervisor of Business Applications, Information Technology (IT)

Job Location: Central Station, 155 King William St, Hamilton ON

Hours of Work: 8:30 a.m. – 4:30 p.m., Monday to Friday

Salary: \$75,138 - \$88,398 per annum (As of January 1, 2017).

Updated: April 2019

JOB SUMMARY

Reporting to the Supervisor of Business Applications, the Business Analyst's role is to analyze and support business process and system requirements critical to core organizational functions. The Business Analyst will work closely with the various functional areas within HPS to assist in supporting existing systems, as well as assist project teams with the implementation and support of new initiatives or upgrades (e.g. selection or customization or upgrade of an application software package, business process improvement, procedural changes, new business development).

GENERAL DUTIES

The Business Analyst will collaborate with users to elicit and gather current and future business and technical requirements through the effective use of interviews, document analysis, workshops, and task and work flow analysis. Duties include, but are not limited to:

- Analyzing and determining the business and technical requirements
- Translating business and user requirements into technical and business requirement documents
- Liaising and coordinating between Business Units to implement technical system and business process changes
- Resolving/Troubleshooting issues
- Coordinating the intake of new requests from Business for application changes
- Assisting with solution analysis, design and implementation.
- Collaborating with the Business units and IT groups to coordinate initiative plans, scope and activities related to software upgrades/releases
- Exploring, evaluating and recommending process or system changes or new procedures
- Developing testing strategies (e.g. system and user acceptance)
- Providing hands on technical and procedural support for HPS business applications including product configuration, application workflow setup and programming, report creation, website content management, database querying, SQL scripting and execution.

REQUIRED COMPETENICES

Education: Minimum four (4) year University Degree in the field of business administration, computer science, systems/computer engineering, or management information systems.

An equivalent combination of at least 8 years of job related education/training and experience may be considered.

Experience:

Minimum five (5) years related experience with:

- business and technical requirements analysis, producing relevant documentation (writing and documentation such as Business Requirements Documents, RFPs and Functional Requirements Documents and Technical Specifications)
- business process modeling/mapping
- methodology development
- data analysis
- implementation of software and hardware solutions, systems, or products
- database concepts, querying and script execution
- Extensive work experience with a large enterprise system
- Experience with software methodologies and system interfaces
- In-depth understanding and hands-on experience of software development life cycle (SDLC)
- Experience with using software for documenting process flows such as MS Visio.

Certificates / Licenses / Apprenticeships: Valid Class G Driver's License, with ability to drive a vehicle in Ontario with full driving privileges.

Must be able to demonstrate the following competencies:

1. Excellent analytical skills; ability to clearly identify business and user requirements, and conduct gap analyses
 2. Excellent oral and written communication skills; excellent ability to communicate in both technical and user-friendly language, articulate business and users' needs, document workflow processes, and define system requirements and organizational processes
 3. Understanding of testing stages in software development life cycle; ability to develop test scripts
 4. Ability to work in a team-oriented, collaborative environment
 5. Continuous improvement mindset, which contributes to continuous improvement of systems and processes for the ongoing development and betterment of an organization
 6. Demonstrated aptitude for learning new technologies and information quickly and efficiently
 7. Experience and extensive knowledge of data structures and database reporting techniques (SQL and relational databases), including importing data for use in report software, spreadsheets, graphs, and flow charts.
 8. Experience with various development delivery models including Waterfall, Iterative, and Agile is an asset as is understanding of core HPS business applications (e.g. Niche Records Management System (RMS), 911 Computer Aided Dispatch (CAD) system).
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IF YOU ARE PASSIONATE ABOUT A REWARDING CAREER, MOTIVATED BY A JOB WELL DONE, AND AS COMMITTED TO EXCELLENCE AND QUALITY CSERVICE AS WE ARE, WE'D LIKE TO HEAR FROM YOU.

Applications (i.e. cover letter and resume – all one document) are to be submitted via the City of Hamilton Careers website before **11:59 PM on MAY 7, 2019.**

We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted. No phone calls or emails please. We are unable to respond to all applicants.

Please note that the Hamilton Police Service is committed to the principles of equal opportunity and reflecting the diverse community that we serve. Fluency in a second language is an asset; please indicate if you are able to speak another language on your application.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing,

interview, or employment purposes.

If hired, the incumbent shall comply with all Health and Safety Policies and Practices for their position and the workplace.

By applying, you agree that the statements made by you are true, complete, and correct to the best of your knowledge. Further, you understand that any falsification of statements, misrepresentations, and/or deliberate omission or concealment of information may be considered just cause for dismissal.

