



Senior Business Analyst – Network Operations Control (NOC) (COMPETITION #NET001S)

Employee Status:	Regular
Bargaining Unit:	Non-Union
Pay Range:	\$86,147 - \$117,086
Location:	Oakville, ON
Closing Date:	01-Apr-2022

Metrolinx is connecting communities across the Greater Golden Horseshoe. Metrolinx operates GO Transit and UP Express, as well as the PRESTO fare payment system. We are also building new and improved rapid transit, including GO Expansion, Light Rail Transit routes, and major expansions to Toronto's subway system, to get people where they need to go, better, faster and easier. Metrolinx is an agency of the Government of Ontario.

We embody our values in everything that we do. We Serve with Passion, Think Forward, and Play as a Team. If you can relate, we want to hear from you!

Our Network Operations Control - PMO Office is seeking a Senior Business Analyst to represent and coordinate business requirements to internal stakeholders and stay involved during deployment to identify LEAN improvements to optimize functionality of systems solutions by tracking performance and mitigating implementation risks on significant projects.

What will I be doing?

- Develop a thorough understanding of the business goals, practices and processes to translate into system functionality and user-requirements that define project scope and specifications.
- Translate high-level, conceptual business strategies and objectives into user-requirements and processes to guide service development activities.
- Investigate business functions and processes and propose improvements to make best use of technology, data and controls to improve effectiveness and customer-service experience; facilitates operational improvement initiatives.
- identify and facilitate development of documentation for new and modified business policies and procedures (e.g., standard operating procedures (SOPs) and workflows) to ensure effective implementation of technology solutions.
- Facilitate dialogue and discussion between the business and internal and external providers to assist with prioritizing between competing objectives (e.g., run meetings, focus groups, joint sessions, workshops).
- Assist the business to prepare business cases, briefing material, understand scope limitations, and manage expectations during project implementation.
- Lead change management efforts, including communications and risk mitigation strategies, to prepare the business office for successful adoption of system changes to achieve business goals.
- Promote a coherent corporate approach and structured methodologies to application delivery and continuous improvement.

What skills & qualifications do I need?

- Post-secondary degree in Computer Science, Information Systems, Engineering, Business Process Improvement, or a related discipline – or a combination of education, training and experience deemed equivalent.
- Minimum six (6) years' experience in business / processes analysis and or continuous improvement.

- Experience leading teams to successfully deploy process and technology solutions within an operational environment.
- Experience with computerized quantitative and analytical tools (e.g., data modeling, workflows, and business process analysis) and with MS Office (Outlook, Word, Excel, Visio, PowerPoint, Project, etc.) Knowledge, and/or experience with Power BI will be considered as an asset.
- Interpersonal, oral/written/presentation communications skills to document and present business needs, specifications, reports, project documents, and implementation plans.

Accommodation:

Accommodation will be provided throughout the hiring process, as required. Applicants must make their needs known in advance.

Application Process:

All applicants must be legally entitled to work in Canada. Metrolinx will be using email to communicate with you for all job competitions. It is your responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence, we recommend that you check your email regularly. If no response is received, we will assume you are no longer interested in pursuing the opportunity. Please be advised that a Criminal Record Check may be required of the successful candidate. Should it be determined that any background information provided be misleading, inaccurate or incorrect, Metrolinx reserves the right to discontinue with the consideration of your application.

To apply for this position, please submit your resume online through the Current Opportunities page at: <https://metrolinx.taleo.net/careersection/jobdetail.ftl?job=NET001S&lang=en>.

Metrolinx employees are required to be fully vaccinated against COVID-19 in accordance with Metrolinx's Mandatory COVID-19 Vaccination Policy as a condition of being eligible for the recruitment process. Proof of COVID-19 vaccination will be required. If you are not able to obtain COVID-19 vaccination for a reason related to a protected ground of discrimination under applicable human rights legislation, you can request accommodation from Metrolinx.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

AN EQUAL OPPORTUNITY EMPLOYER