

Job Title: Business Analyst

Req ID: 24887

Vacancy Type: Temporary

Contract Duration: 12 months

Number of Positions: 1

Closing Date: 04/12/2024

Job Summary

The successful candidate will report to the Supervisor of Data Management and Transit Scheduling, in the Service Development Section, Transit Division of the Transportation and Works Department.

Duties and Responsibilities

Under the direction of the Supervisor of Data Management & Scheduling, the Business Analyst will:

- Project management, business case development, integrated process re-design and implementation of business solutions to support improved/new processes in the Operations Section
- Identify continuous improvement opportunities by collecting and analyzing operational data, identifying and prioritizing process improvement opportunities and proposing recommendations/solutions to align operations to the strategic direction of the Transit Division
- Develop and present business cases supported by metrics/analysis relating to key business initiatives in the Service Development Section; assist in the business planning process by providing all relevant business data and recommendations for business solutions
- Develop key performance indicators and metrics; identify operational trends, monitor, report and prepare recommendations to drive efficiencies, continuous improvement and innovation
- Conduct operational assessments/business reviews; conduct regular operational audits of internal processes and procedures by liaising with appropriate stakeholders
- Provide consultation and advice to the Data Management and Scheduling teams regarding business processes, gather requirements and work with various stakeholders to assist with the integration of various functions, processes and operational systems
- Collect and analyze information to update/create all Standard Operating Procedures (SOPs) and Standard Practice Instructions (SPIs) for the Service Development Section
- Maintaining a working knowledge of the ATU Local 1572 Collective Agreement, MiWay SOPs and SPIs, practices and procedures as well as all other relevant legislation
- Conduct market research, benchmarking and performance measures that support future strategic direction of the Transit Division
- Lead and manage special projects to identify opportunities, solutions and action plans for implementation
- Submit written reports detailing project plans, business case justification, business recommendations and implementation schedules to Senior Management and appropriate stakeholders for feedback and consultation
- Present or assist the Supervisor of Data Management & Scheduling with the presentation of recommendations to senior management (TMT); assist with transition issues and monitor progress towards goals
- Analyze and prepare recommendations/reports based on data from MiWay's internal systems such as HASTUS, iBUS, and PRESTO
- Works with Transit Business Systems, Business Development and Maintenance Sections to facilitate/resolve divisional systems and procedural issues that arise.
- Partner and align with and report, update on best practices, key changes etc.

- Other duties as assigned or required.

Skills and Qualifications

- Must have post-secondary education in a related discipline such as Business Administration, Planning, Information Technology or any related discipline field.
- Minimum of three (3) to five (5) years relevant experience in conducting research, data collection/analysis, metrics and supporting business plans within a large public sector organization.
- Minimum of five (5) years of professional experience in the transit/transportation industry is required.
- Direct experience and strong understanding of statistical research, data management, reporting, analysis, trends and forecasting.
- Previous experience on business process improvement projects, documented and analyzed business processes, calculated benefits for proposed changes, presented solutions and developed deliverables
- Extensive ability to analyze complex operational processes, identify opportunities for improvement align applications to existing processes, and conduct testing of applications to ensure business success.
- Thinks strategically about business issues with a strong bias for action and business solutions
- Demonstrated ability to initiate and execute projects utilizing sound project management principles, practices, and theories
- Demonstrated presentation and facilitation skills with the ability to design, develop, deliver and assess training to operational staff related to business operational initiatives, processes and applications
- Strong interpersonal, communication, and leadership skills are required, as are excellent organizational and problem-solving abilities.
- Ability to function in a team environment is a must.
- Proven ability to work with a broad range of stakeholders and ability to multi-task are a must.
- Exceptional computer skills, with above average abilities in Tableau, SQL, Word, Excel and PowerPoint.
- Demonstrated experience with transit business applications such as HASTUS, iBUS, PRESTO, GFI or similar systems is preferred.

Hourly Rate/Salary: \$ 85,155.00 - \$ 113,541.00

Hours of Work: 35

Work Location: Semenyk Court

Organization Unit: T&W/MT Information Management

Department/Division/Section: T&W/Transportation&Works Dept , T&W/Mississauga Transit , MT Business Development

Non-Union/Union: Non Union

A Criminal Record and Judicial Matters Check (Level 2) or Vulnerable Sector Check (Level 3) will be required of the successful candidate, at their own expense, to verify the absence of a criminal record for which a pardon has not been granted.

We thank all who apply, however, only those candidates selected for an interview will be contacted. You can also check your application status in your candidate profile online.

All personal information is collected under the authority of the Municipal Act.

Equity, Diversity and Inclusion

The City of Mississauga is committed to creating a respectful and supportive workplace that fosters a

culture of equity, diversity and inclusion which broadly reflects the communities and residents we serve. Throughout the employee life cycle, the City is working to include an EDI lens to attract, retain and support the growth of diverse talent.

Learn more about the City's commitment to [Equity, Diversity and Inclusion](#).

Accommodations

The City of Mississauga is an Equal Opportunity Employer and is committed to removing barriers in our selection process for people with visible and invisible disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, the City of Mississauga will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities.

If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.

