At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 250 cultures and 115 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People

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JOB TITLE: Business Systems Analyst
DEPARTMENT: Transit
POSTING NUMBER: 105571
NUMBER OF POSITIONS: 1
JOB STATUS & DURATION: Full Time Permanent
HOURS OF WORK: 35 hour workweek
LOCATION: Transit Sandalwood
SALARY GRADE: 5
HIRING SALARY RANGE: $84,403.00 - $94,954.00 per annum
MAXIMUM OF SALARY RANGE: $105,504 per annum
JOB TYPE: Management and Administration
POSTING DATE: August 10, 2023
CLOSING DATE: September 7, 2023

AREA OF RESPONSIBILITY:

Reporting to the Supervisor, Business Systems, this position is responsible for providing analysis, process modeling and support to established and proposed Transit systems, in order to ensure optimum functionality and configuration that supports user requirements. This role provides excellent service while protecting the integrity of Transit systems.

1. Business Analyst: Monitors and recommends changes to business processes and supporting technology to improve the quality of service plan deliverables. Represents Brampton Transit on various Committees with both internal and external stakeholders. Reviews data, trends and correlations to identify related issues. Responsible for gathering user technical and business requirements and developing into a conceptual design. Collates, analyzes and interprets data dealing with complex problems and unexpected situations, including making recommendations. Implements approved process improvements, using project management methodology to document processes, functionality, time lines and expected results. Establishes performance measurement based tools, develops and maintains business intelligence (BI) reports and

dashboards. Participates in test plans development and review sessions. Flags concerns and escalates to appropriate level for performance or system infringement issues to ensure integrity of data. Retrieves statistical data on users and identifies deviations for appropriate correction or review measures. Regularly reports on system usage and continuously strives to maintain the integrity of the system and its' users. Provides analytical advice and assimilates data for statistical overviews. Troubleshoots issues to ensure prompt resolution within the confines of system accountability.

2. Day-to-day operational support: Responds to user identified system issues and concerns in a timely way. Ensures required functionality and reporting capability meets the needs of the Corporation and end users. Liaise with System vendor in ensuring identified issues are resolved, tested and implemented in a timely fashion. Identify associated business risks and any potential impact on Transit Systems and or Service delivery. Maintains the department security tree and ensures compliance with policies, procedures and methodologies. Keep abreast of software development and makes applicable recommendations. Effective and quick resolution to problems is required so that systems are operationally maximized. Participates in testing and implementation of system modules and provides final approval for system acceptance testing.

3. Continuous Improvement and Financial Accountability: Continuously reviews practices and processes to identify opportunities for improvement. Works with staff to formulate business process maps and standard operating procedures. Keeps abreast of emerging trends to determine the future strategic direction of the Transit business systems. Works with Transit's finance team related to capital and operating budgets and ensures appropriate controls are in place. Makes budget recommendations using best practice reviews for system improvements and determines financial impacts for consideration. Utilizing best practice reviews, integrates business processes and procedures that will support the Transit business operations. Makes recommendations for pertinent communication as it relates to changes to ensure seamless system operation. Provides various reports that support the activities within the Transit Department.

4. User Support and System Management: Oversees and directs third party vendors in the management of related system functions and provides feedback on vendor/system performance. Advises Supervisor on problems, issues, and performance issues of system usage. Defines and documents business functions and processes and consults with functional and Transit management staff to identify, define and document procedures, problems and security levels of system access. Lead new release changes associated with system deployments through coordination of COB and the Vendor change processes to achieve desired goal. Maintains complete and accurate documentation of various procedures and functions within Transit business units. Provides training materials and conducts end user training sessions. Coordinates end user testing. Provides user support and troubleshoots functionality issues. Communicates business objectives and articulates end user needs in committees and meetings.   Ensures the system is not compromised with improper usage or tracking and provides technical assistance, mentoring and coaching of a technical nature.

5. Project teams: Leads and/or participates on project teams and focus groups for project initiation, development and upgrades. Work with team members to identify opportunities and risks to current and forecasted projects. May liaise with third party vendors, other Transit Agencies and various other Transit industry partners in the discussion of issues and requests, and in identification of solutions.

SELECTION CRITERIA:

EDUCATION:

- Degree/diploma in Computer Science/Computer Technology or equivalent work-related experience.

REQUIRED EXPERIENCE:

- Minimum 3 years related experience, preferably in the Transit industry; municipal experience an asset.

OTHER SKILLS AND ASSETS:

- Ability to conduct fieldwork (at Transit sites and on-board buses) to work with users and observe business systems in use.
- Extensive experience in business re-modelling, system administration and support of mission critical systems in a fast-paced environment.
- Extensive experience with SQL, WebFocus, Power BI and Power BI Report Builder is preferred.
- Experience with transit business technology such as PRESTO, Fareboxes, CAD/AVL, AVM, Maintenance Work Order Management and Transit Scheduling software is preferred.
- Financial reporting experience an asset.
- Exceptional MS Office skills
- Exceptional communication and interpersonal skills with a strong aptitude for working with users, vendors and clients.
- Strong analytical skills and problem-solving skills.

**Various tests and/or exams may be administered as part of the selection criteria.

Alternate formats will be provided upon request.

Interview: Our recruitment process may be completed with video conference technology.

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online by clicking the button above quoting **reference #105571 by September 7, 2023** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select "prefer not to answer" as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.