

Job Description – Business Analyst

Division: Project Management Office
Reporting to: Director, Project Management Office
Career Level: Senior Analyst
Pay Type: Salaried

Job Overview

The Business Analyst in the project management team contributes to the overall success of the project management office's strategic vision and business objectives via the utilization of human centered design, project management and the Lean methodology. This role supports and leads the implementation of new products and services for FirstOntario and supports a culture rooted in innovation and continuous improvement.

Role

- Consult and collaborate with a variety of internal stakeholders to better understand the business requirements, product needs and alternative solutions.
- Organize documentation for the project committee to review, and act as the owner by responding to inquiries
- Support business case creation, gathering requirements and information from various business units as the business owner
- Be systematic in your approach to creating pilots while integrating an Agile process to deliver rapid products and solicit feedback from users
- Prototype solutions and test innovative ideas to enhance our Member's online experience
- Be involved in the execution of projects and services that encompass all aspects of FirstOntario's operating verticals
- Support implementation of products and services in all verticals
- Be a liaison between the information technology team and the business units throughout project creation to post-launch support
- Analyze data to identify trends, interdependencies among variables and be able to support defining project scope, developing action plans and gaining agreement to solutions from all stakeholders
- Diligently monitor industry trends and the competitive landscape, bringing fresh ideas to the table
- Proudly represent the P.M.O. team on initiatives and projects ensuring impacts to employees, Members and shareholders are identified and processes are delivered
- Utilize Lean methodology to streamline work processes and realize cost and resource efficiencies
- Passionately pursue the improvement of the digital user experience that generates revenue to the business, includes reporting and analysis
- Perform other duties as we may need you to do

Required Skills

- Have a strong business acumen with a post-secondary degree in Business, Marketing, or equivalent and/or have a minimum of five (5) years of hands of equivalent industry experience
- Have basic knowledge of user-centric design processes
- Have experience in project management or product management roles are preferred
- Have an understanding for the financial services industry and its products
- Proven analytical skills with the ability to apply results of analysis
- Be savvy with an inherent interest in technology, innovation, business transformation.
- Thrive in a collaborative, agile, fast pace, multi-tasking, solutions-focused environment that is driven by data
- Be forward thinking and original in the way you execute the P.M.O's strategy to support accomplishing FirstOntario's overall strategic plan

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- Have a keen awareness of user pain-points and work with various teams to solve problems and provide a unique user experience
- Maintain and encourage open and honest business relationships within the team and with business partners to ensure the alignment of business objectives
- Naturally drive change through influence and collaboration and able to effectively manage relationships with project sponsors and stakeholders
- Have a strong background and comfort level in conducting research and then presenting your findings in the form of presentations or business cases
- Have excellent interpersonal, presentation, facilitation and engagement skills both verbal and written
- Desire to do the right things for the right reasons

Accommodations for persons with disabilities are available upon request during the application process.