

Job Description – Jr. Digital Business Analyst

Division: Digital Solutions
Reporting to: Director, Digital Solutions
Career Level: Staff
Pay Type: Salaried

Job Overview

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

Role

In the role, you will...

- 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
- Support business case creation, gathering requirements and information from various business units
- 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
- Support the execution of digital products and services including: all aspects of FirstOntario's mobile, online banking and website platforms
- Support implementation of digital products and services on our mobile and online platforms
- 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 Digital Solutions 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

Within your skills and qualifications, you will...

- Have a strong business acumen with a post-secondary degree in Business, Marketing, or equivalent
- Have basic knowledge of user interface design principles and user-centric design processes
- Have an understanding for the financial services industry and its products
- Proven analytical skills with the ability to apply results of analysis
- Be digitally savvy with an inherent interest in technology, innovation, business transformation, user centred design and digital user experience to understand how they all impact the business
- Use your understanding of the digital landscape, technologies, disrupters and best practices to drive innovative digital products and services that will impact business results
- Thrive in a collaborative, agile, fast pace, multi-tasking, solutions-focused environment that is driven by data

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- Be forward thinking and original in the way you execute the Digital Solutions strategy to support accomplishing FirstOntario's overall strategic plan
- 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.