This position is responsible for the research, analysis, development, testing and implementation of new systems to support various divisions, services and operations within the County of Wellington. This individual will apply proven communication, analytical and problem-solving skills to help identify, communicate and resolve system issues in order to maximize the benefit of system investments.

The minimum qualifications for this position include:

- Four year university degree in Computer Science, Business or a related field.
- Minimum four years of experience or equivalent in an application development, application support or systems analyst role.
- Knowledge of SQL and databases; reporting tools such as Crystal Reports or SQL Reporting Services; desktop and server operating systems are required.
- Knowledge of programming languages, such as C# and SQL; systems, such as JD Edwards, Kronos, SharePoint and InfoHR; computer and server hardware; and networking would also be considered an asset.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.

This position offers a benefit package and an hourly range of $40.20 to $47.02 (2020 Non Union Compensation Grid).

Applicants are invited to submit a cover letter and resume, clearly marked Posting #023-20 by Tuesday, February 18 at 4:00 pm.

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. No phone calls please. Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.
COUNTY OF WELLINGTON

POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Title:</th>
<th>Business Analyst</th>
<th>Reports to:</th>
<th>Director of Information Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Office of the Chief Administrative Officer – Clerk’s Office</td>
<td>Positions Supervised:</td>
<td>None</td>
</tr>
<tr>
<td>Effective:</td>
<td>November 2006</td>
<td>Revised:</td>
<td>February 2020</td>
</tr>
</tbody>
</table>

BASIC FUNCTION:
This position is responsible for the research, analysis, development, testing and implementation of new systems to support various divisions, services and operations within the County of Wellington. This individual will apply proven communication, analytical and problem-solving skills to help identify, communicate and resolve system issues in order to maximize the benefit of system investments.

PRINCIPAL RESPONSIBILITIES:
Under the supervision of the Director of Information Technology (IT), the Business Analyst has the following duties and responsibilities:

- Develops a clear understanding of needs, objectives, processes and system requirements for the assigned projects.
- Performs a lead role in the planning, design, development and deployment of new systems and enhancements to existing systems.
- Performs complex or extensive analysis work including detailed workflow analysis and detailed specifications across multiple systems and projects.
- Performs cost-benefit and return on investment analysis for proposed systems to aid in making implementation decisions.
- Defines scope and objectives for projects.
- Researches and documents new and existing procedures.
- Researches, develops and implements new systems and enhancements to existing systems.
- Recommends solutions to enhance the automation and efficiency of operations and/or reduce costs.
- Prepares detailed requirement specifications for new systems and enhancements to existing systems.
- Works in partnership with all members of the IT team in the development, implementation and testing of systems.
- Works with technical staff and end users to coordinate and perform in-depth testing including end-user reviews.
- Prepares and maintains high quality system procedures and technical documentation according to the department standards.
• Manage customer requests for change according to department standards.
• Develops training materials and delivers end user training as necessary.
• Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:
• The ability to break down larger problems into smaller components is key.
• Must be able to analyze and identify the root cause of basic technical issues.
• Must be able to problem solve in high pressure down time situations.
• Needs to continually learn on the job as technology changes.

CONTACTS:
• Internal: County employees at all levels.
• External: software and hardware vendors, consultants.

MINIMUM QUALIFICATIONS:
• Four year university degree in Computer Science, Business or a related field.
• Minimum four years of experience or equivalent in an application development, application support or systems analyst role.
• Knowledge of SQL and databases; reporting tools such as Crystal Reports or SQL Reporting Services; desktop and server operating systems are required.
• Knowledge of programming languages, such as C# and SQL; systems, such as JD Edwards, Kronos, SharePoint and InfoHR; computer and server hardware; and networking would also be considered an asset.
• A valid driver’s licence (minimum G2 Class) and access to a reliable vehicle.

SKILLS AND COMPETENCIES:
• Excellent written and oral communication skills; excellent listening and interpersonal skills.
• Excellent investigative, analytical and problem solving skills.
• Able to work well with personnel of differing levels of computer experience.
• Able to organize and manage priorities.
• Superior customer service skills.

OTHER:
• Location: County of Wellington Administration Centre, 74 Woolwich Street, Guelph; flexibility of location may be required.
• Some travel to various locations throughout the County required.
• Hours of Work: Monday to Friday, 35 hours per week; flexibility of hours may be required.
• Some overtime will be required.