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**Niagara Transit Commission is hiring:**  
***Business Analyst***

Department	Planning and Performance
Status – Type of Vacancy	FT- Temporary (12 months)
Location	St. Catharines
Wage/ Rate of Pay	\$73,310 - \$86,250
Date Posted	Friday September 8, 2023
Date Closing	Friday September 22, 2023

If you interest in the position above, please start by submitting your resume to [resumes@nrtransit.ca](mailto:resumes@nrtransit.ca), by **Friday September 22, 2023 by 4:30pm**.

We thank all candidates for their interest, however only those candidates selected for an interview will be contacted.

Thank you for your interest,  
**Niagara Transit Commission**

## Job Title

# Business Analyst

### Job Summary

Reporting to the Manager of Strategy and Performance, the Business Analyst is responsible for reviewing, and analyzing business and industry data to create and monitor key organizational KPIs. Seeks efficiencies and improvements in existing client systems, planning and implementing new systems and processes that help business units align with strategic objectives. Consults with leadership, providing guidance and implementation support on how best to leverage technical resources to align with business unit's strategic direction.

### Education

- Undergraduate degree in Management Engineering / Applied Mathematics / Statistics / Finance / Business / Planning, or equivalent combination of education and experience.
- Additional training in data analysis and project management is an asset.

### Qualifications

- Minimum of 5 years systems planning, support, conceptual design and feasibility study experience in a medium to large organization of a complex diverse nature.
- Knowledge of business process modeling, structured analysis, design, programming techniques, lean practices and/or continuous quality improvement methods.
- Previous experience with Public Transit is preferred.
- LEAN/Six Sigma or CBAP designation is an asset.
- Proficient in Excel and Microsoft Office.
- Experience working with business intelligence tools such as Tableau or Power BI.
- Knowledge of project/program management methodologies, techniques, applications and best practices.
- Strong written/oral communication and presentation skills.
- Experience preparing reports and presentation for senior management.
- Strong Teamwork Skills and proven ability to work in collaborative settings.

### Responsibilities

Develops, maintains, and facilitates KPIs to help guide the organization and departments in decision making.

- Leads the development of KPIs to help support and guide the organization in future decisions.
- Identify and communicate with key stakeholders.

- Gather, review and analyze business and industry data, including KPIs, financial reports and other key metrics using data analytics tools.
- Liaise between various business departments and groups.
- Assess options for process improvement, including business process modeling.
- Maintain documentation regarding various projects, processes and operations.
- Collaborate with project managers and cross-functional teams.

Provides advice and guidance on business planning & organizational issues in support of strategic and operational objectives and financial management strategies.

- Advises business management on how best to leverage technical resources for business-specific activities, providing feedback for alignment with business unit's strategic direction.
- Supports client based strategic projects that are complex and/or multifaceted in nature.
- Provide support and data gathering and analysis for special projects and initiatives.
- Supports client on projects while leveraging financial competency or subject matter expertise.
- Support change through assessing readiness and helping to form the strategy.

Provides support and expertise to facilitate the integration of programs and services.

- Provides insights to the subject matter experts on the unique needs of client business, and operational opportunities/risks in order to support the development, launch, and ongoing sustainability of key Transit programs.
- Gathers client business requirements, formulating logical statements of business problems and facilitating/leading the process for devising solutions to business problems using information technology or other means.
- Identifies opportunities to improve/enhance processes and business solutions.

Manages relationships with internal/external stakeholders, client business units and project participants.

- Liaises with agencies, boards and commissions and other municipal partners to share information and identify opportunities for business/information systems integration.
- Develops strong working relationships with key staff members in supported departments.

*Perform other related duties and responsibilities as assigned or required.*

### **Special Conditions**

- In accordance with the Corporate Criminal Record Check Policy, the position requires to maintain a Canadian Police Clearance Certificate.
- May be subject to occasional after hours work as necessary.