Business Systems Analyst
Full-time, Continuing

POSITION SUMMARY

The Business Systems Analyst plays a pivotal role in the University's engagement with technology and innovation, ensuring that the IT systems meet organizational needs from both an operational and end-user perspective. Responsible for the development, maintenance, and continuous improvement of hardware and software systems across the University, the Business Systems Analyst works to identify areas of growth and efficiency in line with future business goals.

This role also includes the implementation of robust system controls, documentation, and strategic enhancements. The Business Systems Analyst collaborates closely with technical teams, management, and end-users, effectively communicating business needs to ensure responsive and accountable information and technology services that align with the organization's objectives.

KEY RESPONSIBILITIES

- **Requirements & Business Analysis**: Gather and analyze business requirements for current and future system configurations and provide detailed reports on system enhancements. Translating business requirements into highly specified project requirements.
- **Report Development & Enhancements**: Develop and enhance reports using relevant tools, such as PowerBI, and ensure they meet the evolving needs of the organization.
- **Technical and IT Training**: Develop and implement end-user training programs, including for new and updated systems, ensuring proper system use and knowledge transfer.
- **System Change Control**: Manage and oversee all aspects of system and application changes, ensuring that change control procedures are followed for both minor and major updates.
- **Technical Documentation & Governance**: Create comprehensive documentation, including system processes, policies, workflows, and user guides. Ensure that all technical documentation complies with governance standards and best practices.
- **Business Process Design**: Design and optimize business processes to ensure maximum efficiency and alignment with strategic objectives.
- **System Integration Support**: Provide support for the integration of various systems, ensuring seamless data flow between systems and minimizing disruption to business operations.
- **Application Decommissioning**: Lead efforts related to the decommissioning of legacy applications, ensuring proper migration and data retention.
- **Data Migration Experience**: Manage and facilitate data migration projects, ensuring data integrity, accuracy, and compliance with internal standards.
- **Provide Application Support**: Support Anthology tools and Microsoft D365, related integrations, and other post secondary systems, ensuring proper configuration, setup, and ongoing maintenance.
- **Service Desk Support:** Provide IT Service Desk back-up for other team members during scheduled and unscheduled absences, including troubleshooting and ticket resolution.

- **Other duties as required, including but not limited to:** Business consulting and advice, Providing back-up for other team members during scheduled and unscheduled absences, Organizational change management and training.

QUALIFICATIONS

- A bachelor's degree in a related field (Computing Science, Information Systems, etc.) is preferred. Equivalent education and experience in a Microsoft environment will be considered.
- 2+ years of experience with cloud-based solutions such as ERP, Anthology, LMS, CRM, case management, or fundraising systems is required.
- Certifications such as Project Management Professional (PMP) and/or International Institute of Business Analysis (IIBA) are assets.
- 2+ years of experience working with PowerBI or similar tools for data querying, reporting, and dashboard creation.
- In-depth knowledge of the software development lifecycle (SDLC), project management, business process redesign, IT change management, and applicable legislation, industry standards, and trends.
- Proficiency in Microsoft Office products, Visio, Project, SharePoint, and similar tools.
- Previous experience implementing IT frameworks, such as ITIL, and working with cloud and enterprise systems.
- Experience with Anthology, Forms Builder, and Workflow tools. Awareness of .NET technologies and understanding of C# or VB.Net is considered an asset.
  - Creating variables, assigning data types, and a basic understanding of development languages.
- Ability to work flexible hours, including evenings and weekends, as needed.
- Excellent documentation and communication skills, both written and verbal, with the ability to translate complex technical concepts into clear, actionable business terms.

A condition of employment is assent to the University's Christian Statement of Faith found at: https://www.kingsu.ca/about-us/careers

The King's University follows a standardized salary grid. The salary range for the position is $63,000 - $80,150/yr dependent on qualifications and experience. A comprehensive benefit package, pension, and generous vacation and time off are provided.

Position will remain open until a suitable candidate is found.
Apply by submitting a resume and cover letter through our online portal at kingsu.ca/about-us/careers.

Human Resources
The King's University
9125-50 Street, Edmonton, Alberta
T6B 2H3
E-mail: humanresources@kingsu.ca. Visit our web site at www.kingsu.ca.

We appreciate all applicants for considering The King's University as a potential employer, however, only those considered for an interview will be contacted.

The King's University respects, appreciates and encourages diversity. We welcome applications from all qualified individuals including members of visible minorities, Indigenous, First Nations, Metis, and Inuit peoples and persons with disabilities. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.