**Are you looking for a rewarding and exciting opportunity to make a difference with a great organization? Look no further.**

## Overview

As we move through a period of exciting and challenging organizational change, Professional Engineers Ontario (PEO)  has an immediate opening for an experienced **Business Analyst, Project Management Office (PMO).**

Under the authority of the *Professional Engineers Act*, PEO licenses and governs over 91,500 licence and certificate holders and regulates the practice of professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multi-disciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

## Position Summary

The purpose of this position is to act as a liaison between the business and technical development teams to ensure business requirements are understood and translated into system and process functionality. The Business Analyst will work with stakeholders from all business units and related third parties to gather and record user requirements for new and existing technology initiatives and changes to processes and systems to improve efficiency and productivity and achieve the business' goals.

## Responsibilities

- Support the organization's Licensing Process Stabilization project to implement business changes to simplify, streamline, speed up and reduce subjectivity.
- Support the Digital Transformation of PEO from paper-based processes to digital online processes
- Re-develop current online services to allow for a more self-service orientation.
- Conduct detailed business analysis, outlining problems, opportunities, and solutions for the business.
- Evaluate business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Perform requirements analysis; gather critical information from meetings with various stakeholders and producing useful reports; document detailed business use cases to drive out the detailed description of functional requirements for the different applications; ensure solutions meet business needs and requirements.
- Elicit, analyze, and validate current business processes by identifying, proposing, and documenting changes; analyze the impacts of change, document and support communication between relevant groups and stakeholders, and capture requirements needed to initiate a change.
- Work with the Business Unit leads and Project Management Office (PMO) team to assess, develop and document new methods of working with digital tools to replace manual processes.
- Assist with Quality Assurance and the User Acceptance Testing (UAT), and serve as a principal liaison between the business and technology stakeholders during testing.
- Provide add-on training to the business stakeholders post-implementation.
- Help the business focus on a cultural transformation focusing on client and service orientation, emphasizing employee engagement and empowerment.

- Staying up to date on the latest processes and technological advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Effectively communicate insights and plans to cross-functional team members and management.
- If required, assist Quality Assurance staff with developing testing strategies and collaborate with users to develop test plans, scenarios and test cases and signoff criteria to prepare for UAT.
- Develop training and organizational development resources for successful implementation of technology-based business change initiatives.

## Specialized Skills and Knowledge

- Strong analytical and conceptual thinking skills
- Excellent communication and interpersonal skills
- Exceptional documentation skills
- Experience creating detailed reports and giving presentations
- Experience working in a team-oriented, collaborative environment
- The ability to influence stakeholders and work closely with them to determine acceptable solutions
- Strong understanding of technology systems and processes
- Strong time management skills and ability to work well under pressure within changing/competing deadlines and time constraints
- Systems knowledge: Aptify, Dynamics, Jira, O365, SharePoint, Visio
- Regulatory or licensing background an asset
- Knowledge of web development also an asset

**Education/Qualifications:**
- Bachelor's degree in business, IT and/or equivalent
- Minimum 5 years progressive experience in business analysis or a related field; experience working for a not-for-profit organization an asset.

## Other Requirements

To ensure the health and safety of our employees and visitors, all employees must be fully vaccinated against Covid-19 if their role requires in-person and/or on-site participation at our premises.
This role is a hybrid role and will require in-person attendance.

In these times, we rely on a balance of on-site and virtual team meetings and management practices to support both performance and collaboration.

**Qualified professionals are invited to submit resumes no later than December 23, 2022, along with a cover letter stating salary expectations to: peocareers@peo.on.ca.**