

Peterborough Housing Corporation Job Description

JOB TITLE: Business Analyst	EFFECTIVE DATE: March 2022
DEPARTMENT: Corporate Services	DIVISION: Corporate Services
GROUP: Non-Union	JOB CLASS: SG3

DIRECTLY RESPONSIBLE TO:

Director, Corporate Services

MAIN PURPOSE

Reporting to the Director of Corporate Services, the Business Analyst provides technical and functional administration of PHC's computer systems, Yardi Operating System, HRLive and Teams Telephony system. The incumbent works with end-users, IT staff, vendor representatives and managers to implement systems, technology solutions and/or business process improvements using data informed practices. Working with IT and PHC staff, this position analyzes, evaluates, recommends, and develops systems for problem resolution, expansion, optimization, or integration. As part of this work, the incumbent prepares and maintains system documents, operating procedures, information risk and security management protocols, specifications, works plans and records. This position receives and manages confidential, personal, and proprietary information using sound judgment responsible to ensure policy and legislative requirements are achieved.

KEY RESPONSIBILITIES

1. As a member of the PHC Corporate Services team, assist with program long-term goals and priorities, effective and best practices as well as legislative and professional compliance for the organization from an Information Technology perspective.
2. Act as Systems Administrator:
 - a) Provide ongoing administration and configuration of the Yardi, HRLive and Teams application and associated data.
 - b) Supports users in the application of the Yardi system and the analysis of business processes to provide solutions or opportunities to automate tasks where applicable.
 - c) Maintain modules and reporting.
 - d) Manage user requests logging and prioritizing requests in a self-service ticket format.
 - e) Maintain inventory for hardware and software.
 - f) Maintain inventory for cellular devices.

- g) **Manage all software updates and upgrades, ensuring coordination with staff and software provider.**
- h) **Implementation of new modules, including adding data and information into the system, conducting system tests, and deploying the software once testing has been completed.**
- i) **Alert system users of network and system outages and the action plans that are in place.**
- j) **Develop procedural documentation to support work and system processes associated with Yardi, HRLive, Teams Telephony and business processes.**

3. Act as Business System Analysis:

- a) **Meet with decision makers, systems owners, and end users to define business, financial and operations requirements and system outcomes.**
- b) **Identify and resolve systems and business process issues.**
- c) **Work collaboratively with staff and third parties in the planning and deployment of new applications and enhancements to existing applications.**
- d) **Conduct research on software and hardware products and perform cost-benefit and return on investment analysis to justify recommendations and to support purchasing efforts.**
- e) **Assist with establishing standard requirements,**

4. Reporting:

- a) **Produces and distributes weekly, monthly, and annual statistical reports for use in operational decision making, budgeting etc.**
- b) **Write technical specifications**

5. Internally, attend meetings to present reports and recommendations, to respond to questions related to areas of responsibility, and to keep abreast of organization-wide initiatives, issues, and priorities.

6. Other duties as assigned.

WORKING RELATIONSHIPS

Inside the Corporation: Exchanges information with PHC Executive team, management staff, clients, and all other staff.

Outside the Corporation: Exchanges information with Municipal staff, vendors, and external colleagues at other Housing Corporations.

SCOPE

- a) **Financial:** Provides input to budget process around software systems and hardware upgrades/additions. Provided preparation and monitoring of approved budget programs with some discretion of minor expenditures and relocation of expenses.

- b) **Operating:** Responsible for providing support to improve business processes, leveraging systems and reporting tools and technology implementation. Has the authority to make decisions as long as they are in compliance with approved Divisional and overall PHC policies and procedures.
- c) **Personnel:** Provides guidance and training to all levels of staff within the organization. Does not directly or indirectly supervise others.

EDUCATION / EXPERIENCE / SKILLS / TRAINING

Technical Competencies:

Minimum of a 3 year degree or diploma in Computer Science or related field. Proven experience in overseeing the design, development and implementation of software and hardware solutions, systems, or products. Significant experience implementing and troubleshooting web-based applications. A strong understanding of networking technologies and their interaction with web-based applications. Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow charts. Demonstrated experience with data collection, report design and application of data analytic tools (Power BI, Pivot tables, dashboards, or other data visualization platforms)

High proficiency in database/spreadsheet (MS Access/MS Excel) software; knowledge of core software applications, including Yardi an asset. Excellent data analysis skills, documenting workflows, developing process maps, and the ability to translate data into recommendations and concise reports. Proven experience in the operation and analysis of database and systems design/architecture, as well as data retrieval methodologies to achieve user needs.

Leadership Competencies:

Must possess leadership and team building skills, the ability to effectively coach and motivate work of others when providing training and during corporate software project implementations.

Approved this _____ day of _____

Director of Corporate Services