**POSITION SUMMARY**
The Senior Business Analyst (SBA) will be responsible for planning, designing, and developing a systems-related roadmap, working with the University’s clients. The SBA works collaboratively with SFU’s Finance office to understand institutional priorities and ensure alignment with IT initiatives. The SBA participates in the planning and management of finance related systems; and performs complex institutional level business analysis for proposed new module functionality or enhancements through the full project lifecycle. The SBA performs business process reviews as required; participates in strategic planning; and prepares business case documentation and project charters. The SBA leads large and multiple domain project teams and provides mentorship and coaching to other business analysts and subject matter experts within the team, to coordinate the successful analysis and delivery of business solutions.

**DUTIES AND RESPONSIBILITIES**
Determines business requirements, and specifies effective business processes through improvements in information systems, information management, practices, procedures, and organization change by:

- Applying and monitoring the use of modelling and analysis tools, methods and standards, giving special consideration to business perspectives.
- Collaborating with stakeholders at all levels, in the conduct of investigations for strategy studies, business requirements specifications and feasibility studies.
- Preparing business cases which define potential benefits, options for achieving these benefits through development of new or changed processes, and associated business risks.

Analyzes business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches, to develop and utilize technology components by:

- Evaluating the financial, cultural, technological, organizational and environmental factors.
- Establishing client requirements for the implementation of significant changes in organizational business functions and process, organizational roles and responsibilities, and scope or nature of service delivery.

Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required, by:

- Selecting the most appropriate means of representing business requirements in the context of a specific change initiative.
- Driving the requirements elicitation process where necessary, and identifying what stakeholder input is required.
- Obtaining formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence.
- Investigating and applying changes to program scope.
- Identifying the impact on business requirements of external impacts affecting a program or project.

Producing models in support of business strategy by:

- Advising on the choice of techniques and approach; and influencing customers accordingly.
- Planning and coordinating team modelling activities and ensuring the quality of their work.

Creates the business readiness plan by:

- Taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes or jobs into the “business as usual” environment.
- Determining the readiness levels of business users with regard to upcoming changes; uncovering readiness gaps and creating and implementing action plans to close the gaps prior to going live.
- Assisting the user community in the provision of transition support and change planning, and liaising with the project team.
- Monitoring and reporting progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures.
- Defining the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.
Participates in the planning and management of finance related systems and performs complex institutional level business analysis for proposed new module functionality or enhancements through the full project life cycle from planning, detailed solution design, testing and implementation.

Conducts business impact assessment to identify how the changes from the "as-is" processes and systems to the "to-be" processes and systems impact specific departments and roles; and outlines how the departmental processes and systems need to change to enable the future business processes.

Designs and manages tests of new/updated processes by:
- Specifying test environment for whole life-cycle testing (e.g. using model office concept).
- Managing selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions. Ensuring tests and results are documented, reported to stakeholders and are available for specification of user instructions.
- Highlighting issues and risks identified during testing to business stakeholders.
- Providing specialist guidance and advice to less experienced colleagues and users to ensure that test are conducted in an appropriate manner.

Coordinating and managing planning of the system and/or acceptance tests, including application security access testing, within a development or integration project or program by:
- Ensuring integrity of testing and acceptance activities, and coordinating the execution of these activities.
- Providing authoritative advice and guidance on any aspect of test planning and execution.
- Defining and communicating the test strategy for the project.
- Managing all test processes, including test plans, resources, costs, timescales, test deliverables and traceability.
- Managing client relationships with respect to testing matters.
- Identifying process improvements, and contributes to corporate testing standards and definition of best practice.

Creates and maintains current documentation (e.g., configuration, process diagrams, business requirement documents, use cases, functional specifications, and test scenarios); prepares test strategies/plans; and coordinates the resolution of issues.

RELATIONSHIPS
Sets objectives necessary for obtaining feedback and assistance. Partners with wide circle of contacts and involves them in generating mutually beneficial opportunities and achieving agreeable outcomes. Shares ideas, issues, and opportunities with members of personal network. Seeks referrals from others with relevant expertise and influence. Attends and maintains relationships with relevant formal and informal professional groups and organizations.

Supervisory
Direct reports: 0

Primary Working Relationships
Internal Connections – Works closely with senior administrators, program directors, faculty and staff.
External Connections – Represents IT Services on university committees and participates and provides professional advice, guidance and consultation on committees such as finance committees.

QUALIFICATIONS
Bachelor’s degree in Business Administration, Management Information Systems, Accounting, and/or Finance and eight years related experience in financial enterprise applications, preferably in post-secondary education or public domain.

Excellent business analysis skills, with a proven ability to successfully conduct business and systems process analysis and design at a complex level to ensure solutions meet long-term business strategies.
Strong project management skills, with proven ability to successfully manage multiple tasks.
Excellent customer service, interpersonal, teamwork, and mentorship skills.
Excellent analytical reasoning, problem solving, time management, and organizational skills.
Excellent verbal, written and presentation communication skills.
Ability to maintain confidentiality.

Initial Effective Date: October 26, 2017
Latest Revision Date: