



Position Title **Manager, Business Analysts**

Location Toronto

Reporting To VP, Business Solutions

Position Overview This position is a member of the Business Solutions team, reporting to Vice President, Business Solutions.

The Manager of Business Analysts will play the role of liaison between the business analysis team and other delivery partners (e.g. PMO, IT Development, Application Support, etc.) and with our business clients. The incumbent will plan, lead, manage and monitor the day to day functions of the business analysis team. He/she will also be expected to participate in the strategic planning of business and technology initiatives with the VP of Business Solutions as well as other levels of management.

Duties and Responsibilities

- Participate in strategic planning initiatives of the department and other areas of the firm
- Conduct employee performance evaluations: goal setting, monitoring, evaluation, and appraisal
- Conduct BA project status reviews and produce reports
- Recruit new staff
- Train new staff
- Facilitate and encourage inter-departmental communication
- Mentor and Guide team members
- Research, propose and implement new BA techniques
- Production Management:
 - PLAN: develop, review and update the BA process and related policies and procedures required to meet departmental and firm wide goals
 - IMPLEMENT: according to the plan, organize the production of the BA work, allocate and train resources and execute the BA process
 - DIRECT: provide employees and their resources with enough guidance, direction, leadership, and support necessary to ensure that they are able to accomplish their goals
 - MONITOR: follow up to ensure that the plan being executed is achieving the goals
 - EVALUATE: review and assess the success of the goal, the plan, and the execution by the employees and their resources and adjust the goals or plan accordingly
- On an as-needed basis, carry out regular BA functions which may include any of the following:
 - Acts as the primary contact/relationship manager for a portfolio of business partners in the development and implementation of strategic directions, new business opportunities, product initiatives, and service developments
 - Supports the Project delivery process by orchestrating and documenting the requirements development process for specific areas or lines of business
 - Consults with the business to understand its goals and objectives for a specific initiative or project and advises the business on the functionality, applicability, and usability of alternative technology solutions
 - Responsible for the application of techniques associated with data modeling, process modeling, and user-centered design
 - Tasked with practical application development and/or client solution delivery
 - Responsible for owning the solution to satisfy the business need
 - Tasked with the preparation of the business requirements documents (High-level requirements document and detailed requirements document)
 - Reviewing documentation to understand testing requirements, test environments and objectives



- Participating in test planning, assisting in preparing various testing documentation (e.g. test strategy, traceability matrix, test plan, defect management plan, schedule etc.) and testing results walkthroughs
- Participating in post implementation reviews and processes (e.g. lessons learned, post-install application verifications, warranty support reviews etc.)
- Recommending process improvements
- Participating in third party service partner report card feedback
- Providing subject matter expertise on specific application usage or area of knowledge (e.g., setting up customer data on various products)
- Working effectively as a team, supporting other team members in achieving project/ business objectives and providing client services
- Supporting a positive work environment that promotes customer service, quality, innovation and teamwork
- Ensuring timely communication of points of interest
- Participating in knowledge transfer within the team and with business units
- Managing requirements management / definition process and acting as the primary requirements management contact on projects
- Building relationships and working collaboratively to identify solutions and resolve variance from product/application specifications

Qualifications

- Possesses a university degree/college diploma and/or 10+ years progressive business analysis/business consultant experience, supporting and leading large and enterprise-wide projects
- An in-depth knowledge of the financial and investment banking operations, with a minimum of 5+ years, preferably interacting with Dataphile or ISM back-office applications, and trading applications. A Canadian Securities Course is a definite advantage
- A good knowledge of Portfolio Management Systems – ideally Croesus
- Exhibits a solid understanding of business, data, process, and object-oriented analysis and modelling techniques
- Is experienced in practical application development and/or client solution delivery
- Is familiar with business assessment tools (e.g., feasibility studies, business cases and/or cost/benefit, project sizing and costing, and current state analysis/needs assessments)
- Understands and is familiar with the application of techniques associated with data modeling, process modeling, and use case design methods within the context of the organizational standards
- Possesses advanced business knowledge in the Finance/Banking industry or specific expert knowledge around the Wealth management industry
- Advanced knowledge of project management and system development life cycle
- Knowledge and understanding of SDLC and project management life cycle, testing and development methodologies – Waterfall/CMMI and Agile
- Knowledge and understanding of defect management practices, documentation repository practices and procedures, debugging techniques, PC applications and business workflows
- Demonstrates advanced relationship management, communication, negotiation, and interpersonal skills
- Demonstrates advanced coaching, and mentoring skills
- Exhibits advanced strategic business visioning and planning
- Possesses advanced influencing and negotiating skills
- Demonstrates solid problem solving and analytical skills
- The ability to multi-task and be a good team player
- Working Knowledge of relational RDBMS (SQL Server)
- Working Knowledge of SQL