JOB POSTING – SENIOR BUSINESS ANALYST

Organization: Right To Play International
Department/Division: IT
Work location: Toronto, Canada
Work arrangement: A combination of in-office and remote-working in accordance with Right To Play’s work arrangement and the operational needs of the department
Authorized to work in: Canada (Eligible to work legally without requiring sponsorship)
Target Hiring Range: $85,000 - $90,000 CAD per annum
Target Start Date: Immediate
Contract Duration: Permanent/Full-time
Closing Date: January 30, 2022

BACKGROUND:

Right To Play is a global organisation that protects, educates and empowers children to rise above adversity using play. By harnessing play, one of the most powerful and fundamental forces in a child’s life, we helped 2.3 million children last year to stay in school and out of work, to prevent life-threatening diseases like HIV and malaria and to stay safe from exploitation and abuse. We are the only global development organization focused exclusively on using play to transform the lives of children and youth impacted by poverty, war, disease and inequality.

Established in 2000, Right To Play reaches children through experiential programming in 15 countries in Africa, Asia, the Middle East, and North America. These programs are supported by our headquarters in Toronto, Canada; London, UK and eight national offices across Europe (Germany, The Netherlands, Norway, Sweden, Switzerland, UK) and North America (Canada, US).

With a shared passion for our mission, our Culture Code guides how we act and interact based on five core pillars:

- Accept Everyone – Be intentional about inclusion
- Make Things Happen – Seek opportunities to lead and innovate
- Display Courage – Act with integrity
- Demonstrate Care – Look after yourself and one another
- Be Playful – Have fun at work

Please visit our website to learn more about who we are and what we do, and watch this video to find out about the five pillars of our Culture Code.
JOB SUMMARY:

Reporting to the Director, Information Technology (IT), the Senior Business Analyst (BA) provides strategic business, process and technology analysis services to project stakeholders and senior management in order to address key business challenges. The Senior BA utilizes an in depth understanding of business processes to identify and address operational, financial and technological risks as well as highlight opportunities for efficiencies.

The Senior BA may travel to other countries of operation.

PRIMARY RESPONSIBILITIES:

Job Responsibility #1: Strategic Analysis (70% of Time):

- Working closely with business units to develop and implement new business strategies and business models in order to overcome key business challenges quickly and effectively.
- Performing discovery, capturing requirements, engaging subject matter experts and stakeholders, translating requirements, and configuring applications to meet business needs.
- Planning the functional design and architecture of key enterprise applications including identifying opportunities for integration and automation.
- Implementing and maintaining an Application Lifecycle Management (ALM) process for all business applications. Leading initiatives to highlight gaps in business processes and making recommendations for improvement.
- Actively communicating analysis and due diligence findings to senior management allowing for informed decisions.
- Developing and implementing quality assurance processes by facilitating user acceptance, regression and integration testing.

Job Responsibility #2: Application Support, Maintenance & Administration (15% of Time):

- Providing technical and functional support as required by end users, business owners and external support vendor(s).
- Performing user account administration in accordance with application security model and company compliance policy.
- Working with data owners to devise, coordinate, and conduct regular data-cleansing initiatives to purge and eliminate corrupt or redundant information from application databases.
- Creating and maintaining application design, support and training documentation.
Job Responsibility #3: Reporting & Communications (10% of Time):

- Acting as liaison between business and IT groups
- Providing ongoing update reports on project / initiative status, application roadmap, goals and objectives to business owners and key stakeholders.
- Facilitating user group meetings and forums to keep users engaged and up to date with system features, changes and project / initiative progress and planning.
- Driving system acceptance within the working groups and business owners through ongoing training, documentation and advocacy.

Job Responsibility #4: Other Tasks as Assigned (5% of Time)

MINIMUM QUALIFICATIONS (Must have):

EDUCATION/TRAINING/CERTIFICATION:
- College diploma / university degree or equivalent work experience in computer science, business analysis, systems design, or related fields

EXPERIENCE:
- 5+ years hands-on experience managing and administrating Customer Relationship Management (CRM) applications, e.g. Microsoft Dynamics 365 Customer Engagement (CE)
- Solid understanding of technology implementation / upgrade projects and change management processes: requirements specification, systems development, infrastructure, data migration, testing, reporting/BI and /or integration
- Experience with core software applications including Microsoft Office, PowerBI and SQL
- Excellent documentation, interpersonal and communication skills;

COMPETENCIES/PERSONAL ATTRIBUTES:
- Strong customer-service orientation and professional presence
- Excellent written and oral communication skills with ability to communicate ideas in both technical and user-friendly language
- Excellent listening and interpersonal skills
- Ability to work with global business and technology teams
- Highly self-motivated and driven with a proactive approach to research into application issues and products
- Keen attention to detail
• Strong prioritization skills and ability to execute tasks in a high-pressure environment
• Collaborative and enjoy working in a team-oriented environment

KNOWLEDGE/SKILLS:
• Proven project management skills and exposure to project-based work structures

LANGUAGES:
• Fluency in spoken and written English.

DESIRED QUALIFICATIONS (An Asset)
• Client facing/support experience
• Direct, hands-on experience with data management tools such as SSIS, KingswaySoft, Scribe, Biztalk
• Development experience using published API interfaces to facilitate system data synchronization
• Knowledge of data privacy practices and laws, especially in North America and Europe
• Microsoft Certifications: Dynamics 365 Fundamentals
• Certified Business Analysis Professional (CBAP)

WHO YOU ARE:
You are highly driven, results-oriented, collaborative and well-rounded leader with a passion for working with children and youth. You are an exceptional communicator with excellent networking skills.

WHAT YOU’LL GET:
The opportunity to work with a passionate, innovative and collaborative team where you have the ability to make things happen. You will gain experience working for a Great Place to Work® Canada Certified and globally recognized organization with a healthy culture premised on our Culture Code *(accept everyone, make things happen, display courage, demonstrate care and be playful)*. In addition, we offer a competitive salary and benefits package including Group RRSP Plan, gym membership, flexible work policy (e.g. work from home and flex hours), personal days, personal learning and development days and summer/winter hours.

HOW TO APPLY:
If you are interested in applying for this position, please apply here with your resume and cover letter.

While we thank all applicants for their interest, only those selected for interviews will be contacted. Shortlisting of applications will begin immediately and interviews may be held before the closing date.
Right To Play provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. As such, we encourage groups who have been historically disadvantaged with respect to employment to apply for positions at Right To Play. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We are a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. The successful candidate will be required to provide a satisfactory Vulnerable Sector Screening or equivalent criminal check as a condition of employment.

EMPLOYEE VACCINE POLICY:
To protect the health and safety of our employees and the communities we serve, Right To Play requires all employees and volunteers based in Canada to be fully vaccinated against COVID-19. The successful candidate will be required to provide proof of vaccination against COVID-19 as a condition of employment.

ACCOMMODATION:
Should you require any form of accommodation during the recruitment process, kindly contact the People & Culture team by email at careers@righttoplay.com

To learn more about who we are and what we do, please visit our website at www.righttoplay.com.