



EMPLOYMENT OPPORTUNITY

Closing Date: 02.07.2024

BUSINESS SYSTEMS ANALYST WINNIPEG, MB

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

Great Benefits

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.
- Flex-time and partially remote work schedule (providing the option to work remotely 3 days per 2 week period), depending on nature of work, operational requirements and work location.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment, and customer service, while actively supporting a diverse, equitable and inclusive workplace.

Under the general direction of the Team Lead and senior members of the the Work Management Applications section, you will support Work Management systems implementation, integration, and enhancements by utilizing their detailed understanding of data, workflows, and business processes. Working within a team of Business Systems Analysts (BSAs), Solutions Architects (SAs), System Developers (SDs), and Engineers; will liaise with business end users, and will specialize in the analysis, design, development, testing, and implementation of solutions. Will develop and maintain partnerships with business end users within the Work Management domain. This role may include responding to Tier 1 and Tier 2 ServiceHub requests related to Work Management systems.

This position is suited for someone who can work both independently and in teams, has excellent communication skills, is well organized, technology-savvy, and quick to learn.

Responsibilities:

- Perform routine to moderately complex maintenance and enhancements to various Work Management solutions and integrations. This includes working with business owners and end users to solicit and document business requirements, design solutions, develop technical specifications for system developers, complete system configuration, liaise with the developers, test solutions, and roll out changes to production systems.
- Develop comprehensive test plans and conduct system testing related to enhancements, break fixes, and system upgrades.
- May participate in various IT software projects, upgrades, or initiatives.
- Respond to Tier 1 and Tier 2 Help Desk requests related to Work Management systems. This includes providing troubleshooting, issue resolution, and user assistance for Work Management systems, processes, and relevant interfaces.
- Research and keep current with new functionality, particularly related to Work Management.
- May be required to participate in the development and delivery of end user training.
- Investigate, propose, and implement new methods to enhance and streamline existing processes.
- Utilize various IT and department tools such as SAP, Remedy, Service Now, Microsoft Azure DevOps, to name a few.

Qualifications:

- A four-year Bachelor's degree in Computer Science, Commerce, or a related discipline from a recognized university plus a minimum of one year of related business systems analyst experience or directly related business experience.
OR
- A two-year Diploma in Computer Programming Technology, Business Administration, or related discipline from an institute of recognized standing plus a minimum of three years related business analyst experience or directly related business experience.
OR
- Grade 12 and a Business Analyst Certificate plus a minimum of five years related business analyst experience or directly

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- related business experience.
- Demonstrated ability to perform key business systems analysis functions such as:
 - Requirements solicitation and documentation
 - Development of specifications for system changes
 - Development of test plans
 - Execution of tests and analysis of test results
 - Good working knowledge of business processes, policies, and practices associated with Work Management would be an asset.
 - Understanding of current information technology patterns and best practices, applicable tools, and trends.
 - Possess strong communication and interpersonal skills with demonstrated ability to understand business processes and communicate/interact effectively (both written and verbally) with staff at all levels of the enterprise.
 - Possess strong organizational and analytical skills with demonstrated good judgment and attention to detail.
 - Possess strong personal computer skills, with a demonstrated ability to keep up to date with current hardware and software technology (e.g., MS 365, Software Testing Tools, Automation Tools, Agile Methodology Tools).

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$31.94-\$44.18 Hourly, \$61,202.96-\$84,652.88 Annually.

Apply Now!

Visit www.hydro.mb.ca/careers to learn more about this position and to apply online. The deadline for applications is **JULY 2, 2024**.

We thank you for your interest and will contact you if you are selected for an interview.

This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.

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