



EMPLOYMENT OPPORTUNITY

Closing Date: 09.07.2024

WORK COORDINATION 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.

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.

The Operations Support Services department is looking to add an additional Business Systems Analyst position to our team. This position works closely with internal customers providing various analytical, project, and continuous improvement initiative support. Under the general direction of the Department Manager, the Business Systems Analyst performs activities related to analytical support and reporting of the work program performance, resource utilization and work completion for Operations Support Services' customers. You will liaise closely with business users and provide specialized support to them with complex data analysis, statistical reporting, workload planning and system problem resolution.

Responsibilities:

- Responsible for providing moderately complex database interrogation/ad hoc query support using data retrieval tools available.
- Provide database support and acts as a point of contact for adhoc information requests, retrieved from the MWM, Banner, SAP, or related system's databases and related to Operations.
- Responsible for building queries as needed to retrieve data or troubleshoot.
- Analyzes the effectiveness of Customer Service Operations work activities by developing reporting processes that clearly depict work performance, volumes, and quality. Develops and analyzes measurable indicators of performance to achieve effective and efficient Customer Service operations.
- Estimates the impact on Customer Service Operations resulting from Government mandated work program changes, franchise expansions, or procedural changes by analyzing work requirements.
- Collects and analyzes data on customer and company work programs to support operational decisions that improve value to customers.
- Provides moderately complex data analysis and reporting to support the Company with respect to general information requests, rate applications, strategic business plans, and benchmarking studies.
- Responsible for the creation, maintenance, and reporting of a detailed workplan for Customer Service Operations and Facility Locate and Services.
- Works cross-functionally to explore opportunities to achieve the most effective use of resources for Customer Service Operations with respect to the yearly workplan.
- Works with Shift Coordinator to make recommendations for allocation of shifts/work locations for annual shift bid.
- Provides information to external auditors with respect to specific work programs.
- Provides input into the development of the Work Coordination team's analytical skills.
- Liaise with IT developers and perform IT testing as required.
- Participates on or may lead special projects or teams such as computer system enhancements, process improvement initiatives, business planning, and benchmarking studies.

Qualifications:

- A four-year Bachelor degree in a related discipline such as Commerce, Economics, or Computer Science from a University of recognized standing with two years of directly related experience.

MANITOBA HYDRO IS COMMITTED TO DIVERSITY AND EMPLOYMENT EQUITY

OR

- A two-year diploma in a related discipline such as Business Administration, Business Analyst or Information Systems Technology from an institute of recognized standing with four years directly related experience.

OR

- Grade 12 and a Business Systems Analyst certificate and six years directly related experience.
- Advanced knowledge of database concepts and data query/retrieval tools and the ability to complete complex queries including successfully completing a SQL-Structured Query Language course from an institute of recognized standing.
- Thorough operating knowledge of Computer-Aided Dispatch Systems, Customer Information Systems, Power BI, SAP, and related systems.
- Advanced knowledge of PC based tools, with demonstrated excellence in the use of spreadsheet numerical analysis and charting.
- Must possess strong oral and written communication skills. This includes report writing and making presentations to a group.
- Must possess strong analytical and problem-solving skills.
- Ability to readily understand, document and propose improvements to operational business processes and issues.
- Ability to work independently and prioritize tasks.
- Proven ability to work cooperatively with internal and external customers, in a safe, courteous, and responsible manner.

Salary Range

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$34.80 - \$48.16 Hourly, \$66,691.04 - \$92,279.98 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 9, 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.