



College of Licensed Practical
Nurses of Manitoba

Job Title :	Business Systems Analyst
Approved by:	Executive Director
Last Reviewed:	June 2019
Reports to:	Executive Director
Term:	Permanent - flexible

Position Summary:

The Analyst reports to the Executive Director but is expected to conduct his/her duties with minimal supervision. The incumbent provides technical and intellectual support to the Executive Director in the analysis, development, coordination and implementation of new software, database development and implementation, as well as analyzing data and preparing reports that support the regulatory mandate and strategic direction of the CLPNM.

The Analyst will provide support to all the departments by helping to analyze relevant trends and data that help direct the departmental activities and reports. The Analyst will also provide expertise regarding on-going database and software support including upgrades and introduction of new technology enablers. Other duties include information management, website updates, and supporting a wide variety of common business applications and analyzing methods and software to streamline current business processes.

The Analyst will work under the guidance of the Executive Operations Coordinator. The Analyst will work closely with all members of the CLPNM's team with a focus on systems, our database and streamlining reports.

Team work and an understanding of the vital operations and processes of all CLPNM departments and programs are expected, as is a willingness to assist all departments if and when directed by the Executive Director or designate.

Education:

- Post-secondary education in Information Management or Information Technology (or equivalent) with industry experience. (or)
- A bachelor's degree in computer science, computer systems engineering, software engineering, business administration or a related discipline. (or)
- Completion of a post secondary program in computer science, business analysis or information systems.

Experience:

- Experience with test driven development is highly desirable
- Experience in a business analyst role is an asset
- Experience with Agile methodology
- Strong foundation in statistical methods
- Experience as expert user / coordinator of a database system
- Strong coordination and organizational skills
- Problem solving skills

- Detail oriented; accuracy in reporting
- Experience interpreting and translating legislation to system impacts is required.
- Experience coordinating large, multi-year projects affecting a range of stakeholders is an asset.
- Experience in understanding legislation/policies and developing the associated technical work and data flows is an asset

Key Competencies:

- A strong understanding of the principles of organizational change management
- Demonstrated knowledge of the regulatory environment
- Demonstrated knowledge of the RHPA, LPN Act, Regulations, By-Laws, standards, scope of practice and competencies of the profession
- Working knowledge of health professions' regulation and the CLPNM mandate and values
- Outstanding analytical ability
- Able to extract relevant information from complex material for the purpose of both formulating and evaluating broad concepts and detailed strategies/directions/policies
- Able to critically think, analyze and synthesize information, and independently develop recommendations and strategies that are supported by clear rationale
- Able to produce and submit clear, concise, factual synopses, reports, plans, and presentations
- Able to lead successful collaborations across various stakeholder groups
- Effective, proactive and creative problem solver
- Able to perform environmental scans and systematic literature reviews
- Possess outstanding oral and written communication skills; comfortably able to manoeuvre through complex situations with tact
- Possess high level of cultural competence and sensitivity
- Able to maintain confidential and sensitive information
- Exceptional attention to detail and accuracy
- Able to produce highly professional correspondence
- Able work independently and as a team member and in a fast-paced environment
- Flexibility and ability to anticipate and manage projects with shifting priorities, demands and timelines through analytical and problem-solving capabilities
- Excellent presentation skills, knowledge of best practices in communication for a variety of audiences
- Expert user on a wide variety of common business applications
- Ability to teach and support users in the adoption and effective use of a wide variety of business applications

Key Responsibilities:

Registry/Database Support:

- Gatherings information to understand and document the information and functional needs of CLPNM departments.
- Assist in managing the database transition project
- Ensuring that the correct required information is being collected in the database and output in a manner that supports decision making
- Develops and maintains a data dictionary to ensure consistency data entry and data reporting and interpretation over time.
- Develops and maintains training information for new and established staff to support appropriate and consistent use of the database.
- Problem solves issues related to the application with external service providers, and based on input from other staff.

Reporting & Analytics:

- Analyze process gaps and information flow obstacles or system issues, and identify opportunities for improvement
- Align business processes
- Prepare and present related material to project teams, steering committees, and/or stakeholder organizations
- Analyze information to establish recommendations for improvements in system effectiveness and efficiency
- Identifies key performance measures, and tracks and reports on those measures for the Executive Director and the Board.

Information Management:

- Assists in the management of CLPNM documents (including policies, processes and public documents) by implementing CLPNM policies on document dissemination, archiving, record retention.
- Assists in the management of CLPNM data resources.
- Develops processes and documentation to support consistency of data measures over time.

Physical Requirements and Working Conditions:

- Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to attend meetings at various sites within and away from Winnipeg
- Strength to lift and carry materials weighing up to 10 pounds
- Vision to read printed materials and a computer screen
- Hearing and speech to communicate in person and over the telephone

***Occasional travel may be required

Please Note: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.