The College of Family Physicians of Canada (CFPC) is the professional organization responsible for establishing standards for the training, certification and lifelong education of family physicians and for advocating on behalf of the specialty of family medicine, family physicians and their patients. The CFPC accredits postgraduate family medicine training in Canada’s 17 medical schools.

Our Mission: Leading family medicine to improve the health of all people in Canada—by setting standards for education, certifying and supporting family physicians, championing advocacy and research, and honouring the patient-physician relationship as being core to our profession.

Our Vision: Leading family medicine. Improving lives.

Our Values: Caring; Learning; Collaboration; Responsiveness; Respect; Integrity; and Commitment to Excellence.

We are recruiting for a Business Analyst

Posting #: 2021-09
Department: Business Solutions
Division: Information and Technology Services
Reports to: Manager, Application Development & Support
Classification: Support Staff
Job Family: Professional/Knowledge Worker
Status: Contract (7 months)
*FTE: 1.0
Level: 6

Summary:

The Business Analyst (BA) serves as a liaison between the various departments within the College of Family Physicians of Canada (business partners) and the IT department to provide business analysis and quality assurance for application solutions that fulfill the needs of business operations and initiatives.
Main Responsibilities

The BA is a member of a dynamic team who will work closely with Business and IT SME’s in performing the following activities in support of assigned projects or initiatives:

Essential Duties include:

**Business Analysis**

- Develops a strong understanding of the business operations in a domain
- Analyzes business processes and elicits and define both business and solution requirements using industry standard methodologies
- Facilitates requirements gathering sessions with relevant stakeholders using various techniques (such as interviews, workshops, JAD) to develop Business Requirements Document (BRD)
- Creates business process flows and makes recommendations for process improvements. Works closely with Solution Architect to ensure that business requirements are translated into detailed design or functional specifications documents, as required.
- Researches and makes recommendations for “buy” versus “build” software solutions
- Provides input for the sizing/estimation of BA work during a planning phase
- Creates requirements traceability matrix to ensure applications developed meet defined requirements
- Creates user guides and provides end user training as required
- Provides analysis on support tickets for existing applications working closely with IT team and business owners to understand the issue and document the change
- Partners with the stakeholders to help drive user adoption of the solution
- Supports the implementation planning and execution of solutions
- May have responsibility for some technical/configuration work on third party product solutions
- Executes special projects, as assigned

**Quality Assurance**

- Collaborates on the development of Test Strategies and Plan(s)
- Drives the creation of user acceptance test cases and manages User Acceptance Test execution and approval for each product release
- Develops and executes UAT cases with business input and obtain signoff
- Able to create SQL database queries to manipulate data for the testing purposes
- Identifies and tracks bugs and assists in the reproduction and resolution of defects
- Performs thorough regression testing for each release

Related Duties:

- Ensure effective and professional communications with all internal/external contacts
- Develop and maintain collaborative relationships at all levels of the organization
- Work in accordance with all CFPC policies, procedures and processes, and all applicable legislation
- Work in accordance with all health and safety requirements
- Demonstrate behaviours aligned with the CFPC Values
- Demonstrate competencies aligned with the CFPC Competency Framework
- Contribute to delivering on the overall work plan of the department and strategic goals of the CFPC
• Participate on special projects as required
• Participate on internal staff committees or working groups as required
• Assist with the onboarding of new team members as required
• Support the team and collaborate with colleagues to ensure department needs are met including absence coverage and cross-training as required

Requirements:

• Undergraduate degree in a related field (i.e. BSc in computer science, Engineering, Information Technology)
• 5-7 years’ experience in the IT industry
• CBAP, IIBA or other recognized business analysis certifications considered an asset
• Three to five years’ experience leading business analysis activities for medium to large scale projects with experience in both in-house application development projects, as well as implementation of commercial software packages
• One to two years’ experience in a quality assurance analyst role
• Working with automation testing tools and writing automation testing scripts considered an asset
• Experience leading full end-to-end BA process from requirements gathering to user acceptance testing
• Experienced in requirements elicitation and management, using a variety of techniques
• Proficient Business Analysis skills, including user test preparation and management
• Strong analytical skills, with the ability to decompose more complex problems and/or processes into logical parts
• Experience acting in the role of a Project coordinator for small projects
• Able to build and maintain close working relationships with key stakeholders to understand needs and requirements
• Able to effectively prioritize and execute tasks in a high-pressure environment
• Self-motivated with good organizational and strong facilitation skills to deliver on multiple projects and deadlines and changing priorities
• Excellent verbal and written communication skills to express ideas clearly and effectively in English; French is an asset

Working Conditions:

• Open-concept office environment
• 8:00 a.m. – 4:00 p.m. or 8:30 a.m. – 4:30 p.m. or 9:00 a.m. – 5:00 p.m. Monday – Friday

If you share our passion, and are committed to living our CFPC Values please submit a cover letter and your résumé referencing the posting# 2021-09 to: careers@cfpc.ca by March 28, 2021.

The CFPC is committed to fostering a healthy and positive work environment. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, The CFPC encourages applications from all qualified candidates and will accommodate applicants’ needs throughout all stages of the recruitment and selection process. If selected to participate in the recruitment and selection process, please inform Human Resources of any accommodation(s) that you may require to ensure your equal participation.

We thank all those who apply but only those selected for further consideration will be contacted.