JOB OPPORTUNITY

About the CFPC
The College of Family Physicians of Canada (CFPC) is the professional organization that represents more than 43,000 members across the country. The College establishes the standards for and accredits postgraduate family medicine training in Canada’s 17 medical schools. It reviews and certifies continuing professional development programs and materials that enable family physicians to meet certification and licensing requirements.

The CFPC provides high-quality services, supports family medicine teaching and research, and advocates on behalf of the specialty of family medicine, family physicians, and the patients they serve.

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.

Position Title: Business Analyst
Department: Business Solutions
Division: Information and Technology Services
Reports to: Manager, Business Solutions
Classification: Support Staff
Status: Permanent Full Time
Full Time Equivalent: 1.0
Salary Range: Min. $82,423.44 Mid. $103,029.36 and Max. $123,635.04

Summary
The Business Analyst (BA) serves as a liaison between the various departments within the College of Family Physicians of Canada (business partners), the Information Technology Services (ITS) department and external vendors to provide business analysis and quality assurance for various projects that fulfill the needs of the organization to deliver an enhanced customer experience and improved business operations. The BA position is customer service focused and is committed to providing exceptional business analysis and providing solutions.

Main responsibilities include but are not limited to:

- **Business Analysis**
  - Plan business analysis and schedule interactions to elicit and define both business and solution requirements using industry standard methodologies ensuring stakeholder expectations are managed.
  - Manage and facilitate requirements gathering sessions with relevant stakeholders using various techniques (such as interviews, workshops, JAD) to determine solution ensuring business stakeholders are involved and informed.
  - Responsible to develop complete and concise business requirements document (BRD) and specifications for business, functional, and technical elements and obtain sign off from the business.
  - Create requirements traceability matrix to ensure solution designed and developed meets defined requirements.
- Analyze business processes that relate to application solution, enhancement, reporting or data requirements to develop a strong understanding of the business needs to inform the complete solution.
- Create business process flows and makes recommendations for process improvements.
- Works closely with I&TS team and vendors to ensure that business requirements are translated into detailed design or functional specifications that meet business requirements as required.
- Conduct process walkthroughs for challenging business problems and present solution options to gain stakeholder support and agreement.
- Research and make recommendations for “buy” versus “build” modules or software along with other members of I&TS staff.
- Provide effort estimation of Business Analysis tasks for all project phases.
- Contribute to weekly update reports, assist in documenting relevant business decisions and follow up on important activities to ensure project deadlines are met.
- Provide analysis on support tickets for existing applications working closely with I&TS team, vendors and business owners to understand and resolve issues, and if needed, document details in the change request.
- Assist business users with development of user guides manuals as required.
- Partner with the business owners to help drive user adoption of the solution.
- Support the implementation planning and execution of solutions.
- Responsibility for application technical/configuration tasks on business solutions
- Undertake additional project tasks as assigned.

- **Quality Assurance**
  - Collaborate on the development of Test Strategies and Plan(s) for QA and UAT testing cycles.
  - Develop, execute and document QA tests and results as well as SIT (system integration testing) across platforms.
  - Drive the creation of user acceptance test cases and manages User Acceptance Testing (UAT) execution and approval with business SMEs.
  - Coordinate the development and documentation of key data quality metrics through test runs and pre and post data migration.
  - Create database queries to manipulate data for the testing purposes, as required.
  - Identify and track bugs and assists in the reproduction and resolution of defects.
  - Perform thorough regression testing for application release(s), as required.

- **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 related field (i.e. BSc in Computer Science, Engineering, Information Technology.
- Recognized Business Analysis certification from IIBA, PMI or other organization or educational institution.
- 5 years of experience leading 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.
- 2 years of experience, required, implementing one of the following:
- CRM (Customer Relationship Management)
- Business Intelligence/Analytics and Data Warehouse
- Digital Transformation
- Learning Management or Credit Tracking Systems
- Exam Candidate Tracking Systems
- Website Enhancements

- 1 year of experience in a quality assurance analyst role
- 1 year of experience using testing automation tools and writing automation testing script, preferred.
- 5 years of experience leading full end-to-end BA processes from requirements gathering solution assessment through to user acceptance testing.
- 5 years of Experience in requirements elicitation and management, using a variety of tools and techniques.
- 2 years of experience as a Project coordinator overseeing/managing small projects including application enhancements.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in English.
- Verbal and written communication skills, with the ability to express ideas and opinions clearly and effectively in French is an asset.
- Advanced Business analysis skills including user test preparation and management, Analytical and facilitating skills.
- Intermediate ability to decompose complex problems and/or processes into logical parts and identify solutions, ability to build and maintain close working relationships with key stakeholders.
- Advanced ability to manage multiple projects simultaneously.
- Core Competencies: Continuous improvement, customer orientation, courage, stress tolerance, communication, collaborating, influencing, work standard, facilitating change.

**Working Conditions**

- Evening and weekend requirements, as needed, during major system implementation.
- This position does not have any physical requirements.

This role is based in Mississauga and the successful candidate may have the ability to work remotely in accordance with the Organization’s policies and procedures dealing with remote and/or hybrid work arrangements in effect from time-to-time. Our current hours of operation are Monday to Friday 8am to 5pm ET.

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**There's a certain sense of job satisfaction that comes from working for a not-for-profit organization such as the College of Family Physicians of Canada (CFPC).**

If you share our values and would like to join our team of dedicated professionals helping the CFPC achieve its mission, **please submit a cover letter and your résumé referencing the posting# 2024-20 to: careers@cfpc.ca by May 31st, 2024.**

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

The CFPC is committed to equity, diversity, and inclusion in the workplace, and actively promotes a safe, healthy, and respectful work environment. Our hiring practices have been designed to ensure that applicants are protected from discrimination, human rights are respected, and individual needs are accommodated. We welcome and encourage applications from all qualified candidates regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

If selected to participate in the recruitment and selection process, please advise Human Resources of any accommodation(s) that may be required.