



ABOUT MAKE-A-WISH® CANADA

Make-A-Wish® creates life-changing wishes for children with critical illnesses. We are on a quest to bring every eligible child's wish to life, because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight a critical illness. As an independently operating affiliate of Make-A-Wish International, Make-A-Wish Canada is part of the network of the world's leading children's wish-granting organization. We serve children in every community in Canada, and in more than 50 countries worldwide.

Since 1983, Make-A-Wish Canada has granted over 36,000 wishes across the country, over 1,000 last year alone. For more information about Make-A-Wish Canada, visit makeawish.ca. Join our team as a:

Business Analyst
Location: Pickering, Ontario
Regular / Full-Time
Reference #: MAW052

JOB SUMMARY

Business Analyst will work closely with cross-functional teams to identify and evaluate business processes, anticipate requirements, uncover areas for improvement, and develop and implement solutions.

PRIMARY RESPONSIBILITIES

- Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Conduct interviews to gather stakeholder requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Improve systems by studying current practices and designing modifications.
- Recommend controls by identifying problems and writing improved procedures.
- Prepare technical reports by collecting, analyzing, and summarizing information and trends.
- Perform regular reviews and analyses of current processes using operational metrics and reports. Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues.
- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes.
- Develop and utilize standard templates to write requirements specifications accurately and concisely.
- Translate conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project team.
- Create process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.



- Assist in conducting research on solutions to meet agreed upon requirements and to support purchasing efforts.
- Participate in the QA of purchased solutions to ensure features and functions have been enabled and optimized.
- Manage and independently lead small scale projects using appropriate project management methodology to deliver the required outcomes.
- Assist with definition, management, monitoring and delivery of large-scale projects and contribute to their success.
- Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary
- Research, review, and analyze the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes.
- Support strategic technical and business planning within the various departments and programs of MAWC.
- Communicate changes, enhancements, and modifications of business requirements – verbally or through written documentation – to project managers, sponsors, and other stakeholders so that issues and solutions are understood.
- Works in compliance with the provisions of The Occupational Health & Safety Act in the applicable province of employment and its regulations, and complies with the Foundation's Health & Safety Policy.
- Other duties as assigned.

QUALIFICATIONS

- College diploma or university degree in the field of business administration, or information systems
- A minimum of 5 years of experience in business analysis or a related field.
- Exceptional analytical and conceptual thinking skills.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- Advanced technical skills.
- Excellent documentation skills.
- Experience creating detailed reports and giving presentations

WORKING CONDITIONS

- Office environment with occasional requirements to work outside of regular office hours

A Criminal Background Check is required

All new Make-A-Wish® Canada employees must be fully vaccinated for COVID-19 at least 14 days prior to their first day of work, subject to relevant accommodations or exemptions.



WHAT WE OFFER

Make-A-Wish® Canada offers meaningful opportunities to make an impact. We are committed to fostering a culture that aims to change lives, foster compassion and better humanity.

In return for your contributions, we offer an attractive compensation package that encompasses a competitive salary, excellent benefits and the opportunity to have a rewarding employment experience where your contributions can make a true difference every day.

HOW TO APPLY

Qualified candidates are invited to send their resume and cover letter stating salary expectations, and quoting the reference **Business Analyst, Posting #MAW052** in the subject line of the email by November 26th, 2021, to:

Make-A-Wish® Canada
Human Resources Department
Hr.Recruitment@makeawish.ca

We thank all applicants for their interest and advise that only those selected for an interview will be contacted. No phone calls, please.

Make-A-Wish® Canada provides equal opportunity in employment and encourages applications from all qualified persons. Accommodations are available on request for candidates taking part in all aspects of the selection process.

JOIN OUR ONLINE COMMUNITY

For more information on how you can support Make-A-Wish® Canada or get involved please visit our website at makeawish.ca.