JOB DESCRIPTION

JOB TITLE	Business Operations Analyst – Tech
DEPARTMENT / PROGRAM AREA	Corporate Services
REPORTING TO	Project Manager
EFFECTIVE DATE	March 2026
SALARY	Band 4

JOB SUMMARY

Under the direction of the Project Manager, this position contributes to the DNSSAB's success by collaboratively creating, transforming, implementing, and maintaining change to business processes and technology with a focus on efficiency, simplicity, security and consistent excellent customer service.

The position will work closely with the leadership team of DNSSAB to develop an understanding of the interdependencies of technology and end-to-end process management. Additionally, this position will work directly with front line staff to ensure secure implementation of new assets.

This position will assist with re-engineering systems and associated processes, while ensuring the work environment is respectful and staff and management is fully supported in their respective role in order to maintain the highest standards of operational efficiency and excellence of the organization; allowing employees to contribute to the achievement of the organization's goals, reporting, and process improvements. This role will assist the Project Manager in supporting and maintaining newly launched technologies, ensuring ongoing enhancements, issue resolution, and long-term operational stability.

JOB DUTIES AND RESPONSIBILITIES

- Assist with the execution of process improvement, process re-engineering and new process design efforts;
- Facilitate wind-down and decommissioning of legacy technologies, ensuring smooth transition planning, stakeholder coordination, data migration, risk mitigation, and minimal disruption to business operations;
- Build and promote organizational capacity, awareness and understanding of LEAN principles;
- Build effective and cooperative relationships with key department employees;

- Collaborate with DNSSAB, NDHC & Paramedic employees and external resources to identify program issues and recommend creative sustainable solutions and business process improvements;
- Act as one of the key liaisons between departments, third party software vendors and technicians, as well as DNSSAB's Information Services provider;
- Provide staff support and act as one of DNSSAB's technical liaisons for specialty software used within DNSSAB (i.e., NAV, OCCMS (Ontario Child Care Management System), Arcori, Jet, SharePoint 365, Copiers, Waitwell, Zoom, Zoho, etc.);
- Lead and/or assist in the researching, recommendation, implementation, and assessment of technological solutions for operational issues including but not limited to Excel macros, PDF forms, Access databases, Pivot tables, web forms, etc.);
- Conduct independent research on best practices and trends and make recommendations on tools, software and business methods to support organizational improvements;
- Effectively communicate with impacted staff when technology failures or delays occur;
- Develop and prepare materials to be used in process improvement activities, new technology launches, and events as well as leading instruction;
- Assist in the training of staff for newly implemented technology and support staff with answering questions and troubleshooting issues;
- Troubleshoot system failures and provide solutions to restore or improve functionality;
- Assist in report writing, information gathering, and data preparation and analysis;
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; and participating in professional organizations;
- Help develop mechanisms that promote the need for research and evidence informed decision making;
- Keep up to date with issues and trends in information systems;
- Support the Project Manager in their absence to facilitate the effective delivery of Board meetings;
- Related duties, as assigned, including project-based work for a specific department.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Post -secondary diploma required in Business Administration/Commerce, Applied Information Sciences, Public Administration, Education, Management Information Systems (MIS), or business information systems, or related field;
- Two (2) years progressive experience in leading projects, teams and/or initiatives in a technically and/or operationally complex organization;
- Hands on experience with software and management and analytic tools;
- Arcori, NAV, SharePoint 365, & Zoom experience an asset;
- Demonstrated experience with Change management and Project management practices;
- Excellent verbal and written communication skills to influence motivate and provide direction across all business lines;
- Excellent time management skills;
- Excellent facilitation skills to deliver persuasive messages across all departments;
- Understanding of coding languages will be beneficial;
- Tenacity and energy in leading change in the pursuit of quality and business improvement;
- Strong analytical skills and process focus;
- Advanced knowledge and use of Excel, Word, Outlook, and process mapping software;

- Demonstrated regular attendance in keeping with the Board's Attendance Management Policy;
- Successful participation in executing continuous improvement LEAN efforts enabling efficiency, quality and tangible financial and customer benefits an asset;
- A valid Ontario driver's license and a vehicle available for use on the job.