



Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

DNSSAB IS HIRING!

BULLETIN NO.: D2026-12

POSITION: Business Operations Analyst - Tech

DURATION: Non-Union, Permanent Full-Time

SALARY: \$74,180.06 to \$84,303.11

LOCATION: North Bay, ON

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.

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.

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

This is an existing vacancy. Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **12:00pm, Thursday, March 19th, 2026. Please follow this link <https://bit.ly/4rjpUjN> to apply now!** You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance. The DNSSAB does not use artificial intelligence or automated decision-making tools at any stage of the recruitment.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Be Part of an Inclusive Work Culture
- Generous Vacation Entitlement
- Paid Sick Days
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion
- Business Casual Dress Code

www.dnssab.ca