

COMPETENCY PROFILE:

BUSINESS SYSTEMS ANALYST

ROLE OVERVIEW

Business systems analysts are professionals who work to improve business processes by analyzing requirements, identifying inefficiencies, and designing solutions using technology. They are responsible for bridging the gap between business stakeholders and IT teams, ensuring that business needs are met while developing effective business systems solutions. They use business and technological tools to analyze a company's business systems and processes and recommend improvements.

Business systems analyst role includes the following:

- Conducting requirements gathering and analysis.
- Translating business requirements into business process documentation.
- Collaborating with stakeholders to identify and prioritize business needs.
- Designing and implementing software solutions.
- Providing end-user training and support.

To succeed in this role, a business systems analyst must understand business operations and information technology. They must also have excellent communication skills to collaborate with technical and non-technical stakeholders. Additionally, they must have analytical skills to understand business requirements and design effective solutions to business problems.

ALSO KNOWN AS:

- Systems Analyst
- Information and Communication Technology (ICT) Systems Analyst
- Business Systems Specialist
- Management Information Systems Consultant
- Business Systems Consultant
- Information Systems Business Analyst
- Information Technology Business Analyst

NATIONAL OCCUPATIONAL CLASSIFICATION:

- 21221 – Business systems specialists

EDUCATION AND EXPERIENCE

- A bachelor's degree is essential in information technology, information systems, business administration, computer science, or related disciplines for foundational knowledge and technical skills in business process analysis and IT solutions.
- Knowledge or certification in project management is valued for skills in planning, executing, and overseeing projects to improve or implement business systems within budget and deadlines.
- Experience or training is essential for understanding the integration and enhancement of processes and systems to support business objectives.
- Cost-benefit analysis ability is essential for evaluating the economic viability of system implementations or upgrades, ensuring value to the organization.
- Practical implementation experience is valued for insights into system configuration, customization, testing, deployment, and support and for offering solutions to systems analysis and integration challenges.
- A blend of formal education, project management training, and experience in business processes and systems analysis is highly regarded for effectively identifying improvements, proposing technology solutions, and managing organizational performance enhancement.

TECHNICAL



Stakeholder Relation Management

Identifies the needs of relevant stakeholders to collaboratively find solutions that meet desired process, project, or program outcomes.

- Liaises between business stakeholders and developers to understand objectives and design a solution meeting business requirements.
- Participates in numerous cross-functional teams and projects to provide consultation and solutions to inquiries and issues from multiple stakeholders.
- Maintain open lines of communication with stakeholders to establish long-term relationships that will promote organizational improvements and address future business needs.
- Collaborate with business and technical stakeholders on multiple projects to implement data enablement solutions to improve the organization's data management, analysis, and decision-making processes.
- Consult with relevant stakeholders to identify systems or process issues with existing or proposed work to inform evidence-based business decision-making.

Troubleshooting

Identifies operating problems and inefficiencies in current processes or systems and reports issues to determine effective solutions.

- Provide staff and users with assistance solving routine computer systems-related problems, such as malfunctions and program issues, to restore system functionality as expected.

- Investigates system issues to determine the root cause and provide a recommended direction.
 - Documents a solution and identifies operational improvements to ensure efficient business processes.
 - Documents the solution or service performed when resolving systems issues for efficient knowledge transfer.
 - Troubleshoot and resolve systems and process bottlenecks to increase productivity and efficiency.
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Business Requirements

Gather, define, and document detailed business requirements and alternative solutions for business stakeholders to improve decision-making and processes.

- Identify and translate business needs into precise, concise, and actionable requirements to facilitate solution development.
 - Facilitates interviews and meetings to elicit project or program requirements and document business needs to fulfill requirements accurately and efficiently.
 - Develops and maintains detailed project or program documents to ensure they are complete, accurate, and traceable.
 - Collaborate effectively with cross-functional teams to ensure that requirements are aligned with business objectives and that proposed solutions meet the needs of all stakeholders to solve business problems.
 - Develops clear and concise requirement documents, including functional specifications, use cases, and process flows, to communicate business needs effectively to development teams.
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Business System Analysis

Examine a business problem or need, identify its root causes, and determine a solution to understand and improve the systems and processes within an organization.

- Evaluate the current system to identify its strengths, weaknesses, and limitations and identify areas for improvement.
 - Research alternative systems solutions and technologies that can address the identified gaps and limitations to support new products and processes.
 - Conduct cost/benefit analyses and feasibility studies to determine the most efficient business system solution.
 - Create a plan to implement the new system, component, or functionality to align with the business requirements and objectives.
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Project Delivery Management

Coordinate and support components of project activities to improve systems functions within an organization's programs and ensure the project remains on time.

- Participate in meetings with cross-functional teams for project scoping by ensuring the requirements are well-defined, complete, and achievable.
- Identify and document the project deliverables and ensure user needs and stakeholder expectations are met or satisfied.

- Engage and collaborate with product and service teams for timely project delivery management.
 - Track and update approved project changes to ensure objectives and deliverables are achieved.
 - Manage multiple projects and coordinate with technical teams to deliver high-quality systematic solutions.
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Systems Design and Solution

Creates a blueprint to outline how the system solution will be developed, integrated, and implemented to meet the end-user's requirements and the organizational goals.

- Translate and document user requirements/designs to serve as functional specifications to develop technical solutions.
 - Participate in design reviews and walk-throughs to communicate systems designs and validate proposed solutions to streamline business processes.
 - Obtain key inputs from Enterprise Architecture teams to identify interdependencies, better align systems and processes, reduce redundancy, and improve collaboration.
 - Identify potential design and solution defects to ensure reliability and system functionality to enhance decision-making and increase profitability.
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Database Integration

Integrate data from different sources and systems to provide a unified view of information, which will facilitate business analysis and decision-making.

- Analyze existing databases to identify opportunities for integration to enable seamless data flow and access across systems.
- Develop diagrams and models to outline the proposed systems integration structure and functionality to reduce the likelihood of errors and data inconsistencies.
- Test and validate data integration solutions to ensure that they meet functional and technical requirements to support business processes and goals.
- Collaborate with database administrators to ensure that database integration is secure, scalable, and maintainable for sustainable business operations.
- Design and implement data quality controls for data accuracy and consistency across systems to improve data-driven decision-making.



Communication

Positively directs outcomes by delivering communication that results in a better understanding of goals and objectives, captures interest, and gains support for immediate action.

- Effectively communicates complex ideas and information to technical and non-technical audiences, using clear and concise language, to achieve organizational improvements.
- Communicate with other team members to share information and resources to exploit opportunities and efficiencies.
- Contributes to cross-functional teams to generate ideas and solutions, solve problems, and improve business processes.
- Accurately conveys complex technical information (written and verbal) to communicate technical operations clearly and effectively.
- Uses appropriate channels and documents to recommend improvements or solutions to managers and supervisors to improve systems efficiency.

Problem-Solving

Identifies problems and uses logic, judgment, and evidence to evaluate alternative scenarios and recommend solutions to achieve a desired goal.

- Break down problems into logical steps to facilitate an analytical problem-solving approach.
- Considers all systems information when solving problems to produce a cognisant and comprehensive solution.
- Analyzes business systems to evaluate operations and inefficiencies, and potential areas of concern to take appropriate action where required.
- Simplifies complex ideas and technical concepts into accessible information to communicate with stakeholders, senior management, and team members.
- Analyzes systems project metrics to understand trends and potential areas of concern to take appropriate actions where required.
- Evaluate time commitments and resource constraints to balance overlapping projects to ensure adequate time management.

Collaboration

Engages in professional collaborative efforts with other team members, including sharing information and expertise, utilizing input from others, and recognizing others' contributions to work towards a common goal.

- Attends regularly scheduled and ad hoc team meetings to communicate the status of issues to the organization and stakeholders, including lower-level support teams.

- Collaborate with IT teams to design and implement system changes, including configuration changes and customizations, to enhance system integration.
- Collaborate and consult with product manufacturing teams and business units to improve key performance indicators (KPIs) and drive business results.
- Work with cross-functional and operations stakeholders to support new products and systems processes.

Attention to Detail

Delivers a concentrated concern, including monitoring and checking information, organizing tasks and resources efficiently, or all areas involved towards completing an objective.

- Scrutinizes data and samples to ensure accurate collection.
- Provides accurate, consistent, and reliable metadata on all pieces of work to ensure trustworthy results.
- Follows process steps as outlined in standard operating procedures when completing routine tasks.
- Detects and corrects own errors or omissions to reduce future performance issues so that software products, systems, interfaces, or applications operate as expected.



Regulatory Compliance

Adheres to applicable regulations, codes, and legislation within a defined jurisdiction to ensure the health and safety of others and increase transparency on business operations.

- Determines and understands an organization's mandatory reporting requirements to meet all relevant regulatory obligations.
- Supports internal and external reporting to meet the environmental permit and regulatory requirements.
- Ensures that standards of practice are followed

This profile is a living document. If you have any feedback or would like to help us improve the profile, please reach out to research@eco.ca.