



### Advice of Position Vacancy

<b>Date:</b>	November 19, 2020
<b>Position Title:</b>	Business System Analyst
<b>Posting Number:</b>	2020-50
<b>Status:</b>	Permanent Full Time – 5 days (35 hours) per week
<b>Closing Date:</b>	Please send your cover letter and resume to <a href="mailto:humanresources@drpeter.org">humanresources@drpeter.org</a> Position will remain open until filled

The Dr. Peter Centre provides compassionate HIV care for people living with significant health issues including mental illness, trauma, addictions, unstable housing and poverty.

Through its day health, 24-hour care residence and enhanced supportive housing programs, the Dr. Peter Centre provides healthy meals, counselling, therapies, nursing, and a safe place for peer socialization and support. This integrated model of care successfully engages individuals in their health care, improving adherence to HIV treatment and overall health.

We are currently looking for a Business System Analyst to join our Knowledge Translation & Evaluation department on a permanent full time basis.

#### **Position Summary:**

Reporting to the Director of Knowledge Translation and Evaluation, the Business System Analyst provides services in support of system administration activities.

#### **Key Responsibilities:**

- Analyze software functionality and business processes to identify improvement opportunities;
- Gather requirements, maintain and enhance proprietary system according to internal customer's needs;
- Increase system usage/capability and data collection by designing custom electronics forms and reports;
- Train staff and document any processes which employees need to follow in order to successfully work within our computing system/new technologies;
- Troubleshoot software issues where necessary and be the point of contact for handling tickets with IT and Software providers;
- Design custom reports using Jaspersoft (similar to Crystal Reports) and Tableau;
- Write SQL queries for pulling out stats;
- Set up system accounts;
- Provide end-user support for software related issues or any other technical support when requested;
- Liaise with our IT and software vendors, external data programmers/database administrators and others organizations to execute data linkages; and
- Other related duties as required.

**Education:**

Masters (or Bachelors with 2 years' experience) in one of the following or related fields: computer science, data sciences, math, or the equivalent combination of education and work experience.

**Required Competencies:**

The Business System Analyst must possess the following competencies:

- Two years of previous experience in Business Systems Analyst, Business Analyst or related role;
- Intermediate level in writing T-SQL queries. Willing to learn how to write, debug and enhance complex queries without supervision;
- Hands on experience with at least one reporting tools such as Crystal reports, SSRS, Jaspersoft, or equivalent education;
- Strong Microsoft Excel skills (e.g., working with pivot tables, vlookups, and other advanced functions);
- General knowledge of Microsoft platform, network, servers, active directory and Cloud;
- Able to analyze system records and translate data into meaningful information;
- Highly analytical mindset;
- Ability to work independently and with a high level of accuracy; and
- Able to multitask, prioritize, and manage time efficiently.

**Asset Qualifications:**

- Hands on experience with SQL Server and complex SQL queries; and
- Hands on experience with BI tools and reporting tolls (e.g. Power BI, Tableau, QlikSense, Crystal Reports, SSRS).

**General Working Conditions:**

This position requires flexibility and the ability to prioritize workload, and the ability to work in a fast-paced environment where demands and deadlines may change with short notice. Multitasking and flexibility is a must in order to meet deadlines, and to support many activities that may occur concurrently or without notice. Evening and weekend work may be required.