



College of
Massage
Therapists of
Ontario

CAREER OPPORTUNITY

BUSINESS ANALYST (1-YEAR CONTRACT)

WHO WE ARE

The **College of Massage Therapists of Ontario (CMTO)** regulates Registered Massage Therapists (RMTs) and exists to protect the public interest. By ensuring that RMTs maintain professional Standards of Practice and are held accountable for their conduct, CMTO protects the public's right to receive high quality, safe and ethical Massage Therapy treatment. The College operates in a non-unionized environment and is conveniently located near transit in midtown Toronto.

ABOUT THE ROLE

Reporting to the Manager IT Applications, the Business Analyst will support corporate-wide priorities and initiatives by developing, analyzing and documenting business processes and practices, providing recommendations to enhance various systems and procedures, while reducing risk, increasing compliance and enhancing overall delivery of service. The Business Analyst is responsible for understanding client business processes to design and implement technical requirements, configurations, and solutions, lead assigned projects, engage key stakeholders and facilitate stakeholder workshops and project status reporting.

KEY DUTIES AND RESPONSIBILITIES

- Provide support in the development of short- and long-term department plans and in identifying process and technology improvement initiatives.
- Conduct business process reviews, complete process mapping and analysis to facilitate management in determining current/future needs
- Conduct research and analysis into assigned area ensuring that such research takes into account developments and leading practices within field
- Design tools and processes for extracting and managing data using new and existing systems.
- Produce business analysis related documentation, including operational requirements of the College, data requirements, current and future state processes/workflows, and solution specifications
- Monitor quality and risk across initiatives through reporting, ongoing communication, root cause analysis, and change management support
- Work with staff to identify and recommend process improvements to enhance efficiency, privacy, quality, performance and/or service
- Develop and maintain up-to-date business process documentation
- Participate in the initiation and planning of projects within Corporate Services functional areas - including facilitating the definition of objectives, scope, deliverables and work estimates
- Prepare summary reports, briefing and background materials on KPIs to identify trends and streamline processes
- Provide support in implementation approved business process management frameworks, tools, policies, and standards
- Establish comprehensive and standardized performance indicators and performance measures for approved process improvement initiatives

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1867 Yonge Street, Suite 810
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1-800-465-1933

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- Develop business and functional requirements, develop conceptual data models, and use cases
- Lead the expansion of the use of existing business solutions within CMTO
- Support technology evaluation and decision making

SKILLS

- Excellent MS Office Suite, MS Project, PowerPoint skills.
- Understanding of relational databases and data analytics.
- Demonstrated ability to provide business analysis, Business Process Re-engineering (BPR), business process review and mapping.
- Proven ability to respond to a wide variety of issues and deal with unclear situations and conflicting demands; understanding of interdependent relationship between various business functions.
- Ability to facilitate business process analysis workshops
- Experience drafting reports, creating system documentation and producing business plans and/or presentations.
- Organizational, time management, and planning skills and proven ability to manage and deliver on competing priorities.
- Strong communication skills and the ability to deliver complex ideas to internal and external stakeholders in a clear and concise manner
- Sound knowledge of analysis and structured approaches to finding solutions
- Experience with SQL, Visio, SAGE, Tableau and/or CRM an asset

QUALIFICATIONS

- Post-secondary education in Business Administration, Computer Science, Information Systems, Quantitative Risk or related discipline.
- One (1) of: Certification in Business Analysis (CBAP/BABOK - Business Analysis Body of Knowledge), Certificate of Capability in Business Analysis (CCBA), PMI - Professional in Business Analysis, IIBA Agile Business Analysis, and/or Certified Scrum Master would be beneficial
- Minimum 5 years' progressive experience in business analysis role with a focus on delivering process, systems and quality improvement.
- Experience in Project Management and/or Process Management
- Demonstrated ability to develop/define KPIs and performance metrics.
- Experience working in a not-for-profit organization, preferably in the health, education or other knowledge-based sector preferred

INTERESTED?

To be considered for this role, please forward your resume and cover letter to resumes@cmto.com on or by May 24, 2019. **Please state the Job Posting Title and your name in the subject line of the email.**

We thank all applicants for their interest in CMTO. Please note, only applicants selected for an interview will be contacted.

The College of Massage Therapists of Ontario promotes diversity in the workplace and is committed to ensuring that its recruitment and other employment activities are fair and equitable. Accommodations are available at all stages of the employment cycle upon request.

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