



**CLASSIFICATION:** CONTINUOUS IMPROVEMENT ANALYST  
**JOB TITLE:** CONTINUOUS IMPROVEMENT ANALYST  
**REFERENCE NO:** 100275  
**DIVISION:** CORPORATE SERVICES  
**DEPARTMENT:** INFORMATION AND COMPUTER SERVICES

**APPROVAL:**  **DATE:** March 9, 2015  
CORPORATE SERVICES COMMISSIONER  
 **DATE:** March 9, 2015  
GENERAL MANAGER HUMAN RESOURCES

**GENERAL DESCRIPTION:**

This is a unionized position that is responsible for providing business application analysis for Enterprise Resource Planning system (ERP) and the enterprise systems linked to the ERP including; coordinating, change management, testing, planning and support for current business systems.

**ORGANIZATIONAL RELATIONSHIPS:**

- Reports directly to Continuous Improvement Coordinator.
- Works with Information and Computer Services staff.
- Maintains external relationships and close contacts with consultants, vendors, and other professional technical relationships.
- Develops and maintains relationships with and provides customer services to other City staff.

**PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Participates in the continuous improvement, planning, analysis, testing, support, change management and coordination of the enterprise resource system and related systems.
- Liaise with business system users to analyse, support and improve enterprise systems processes.
- Ensure continuous improvement documentation and records for enterprise systems are maintained, up to date including configuration records and process mapping.
- Receive change requests and document issues for resolution.
- Support and guide system users to improve the quality of system usage.
- Participate in business systems improvement analysis including analysing workflow opportunities.
- Assist the Continuous Improvement Coordinator with prioritization and project planning as required.
- Maintain proper security roles assigned to users are appropriate and maintained.
- Performs related duties as required or assigned.

**REQUIRED COMPETENCIES:**

- Ability to analyse business and work flow requests as it relates to business systems.

- Understanding and experience solving technical issues surrounding integrated financial systems and databases including basic understanding of accounting principles.
- Thorough working knowledge of computers, current technologies and office productivity software tools.
- Ability to analyse requests and issues in order to implement steps towards an effective solution.
- Ability to communicate clearly and concisely both orally and in writing.
- Skilled in documenting work flow processes and suggest improvements as it relates to business systems.
- Ability to work well in a highly motivated team environment.
- Ability to work well under pressure when problems arise.
- Ability to make decisions independently using proper judgement and procedure.
- Proven self-management skills for planning and prioritizing work and time management.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a two (2) year diploma in technology, business, or finance or related field, from a recognized post-secondary institution.
- Two (2) years of experience in a related Business Systems/Continuous Improvement Analyst position.
- An equivalent combination of management approved training, education and experience may be considered.

March 4, 2015