



JOB DESCRIPTION

Title: Business Analyst
Reports to: Vertical CFO
Band: MMC

Department: Information Technology
Location: Mississauga, Ontario
Grade: M1

Job Overview: The Business Analyst oversees the support and operation of the Information Technology environment of multiple assigned locations globally to ensure critical systems and applications are available to support business operations while maintaining a high degree of customer satisfaction. This person will work closely with the business to leverage Information Technology as an enabler for business growth.

Position Responsibilities:

Business Partner (75%)

- Required to work closely with business users and management to identify business needs, pain points and automation opportunities to leverage IT as an enabler for business growth.
- Create an Information Technology Strategy and Digital transformation roadmap for assigned business vertical inline with vision and growth plans.
- Analyze, plan and prioritize different business requirements and work with business and central Information Technology teams for successful delivery.
- Work as a bridge between business users and the central Information Technology team for all new projects, implementations, and upgrades.
- Manage new rollouts, change, enhancement, support, and administer user training.
- Evaluate existing technology/solutions to determine whether it can be improved upon or replaced entirely.
- Identifying new technologies that could improve business operations or products by applying to the current workplace.
- SPOC for all user issues and requests.
- Analyze daily issues/requests for repeated patterns and find the root cause for a permanent solution.
- Look for opportunities of cost savings and optimization using automation and digitization.

IT Operations/Infra/Security/Budget (25%)

- Ensure all systems – servers, networks, user systems are working in optimal condition.
- Ensure compliance to local Cyber Security Laws and group Information Technology policy. Make amendments as required according to local requirements.
- Vendor Management – Work closely with vendors for IT Infra support while ensuring strict SLA's.
- Responsible for health and hygiene of overall system landscape for assigned geographies.



- Work with central team on IT audit compliance requirements, identify gaps and work with business and IT team for the closure of the same.
- Ensure proper onboarding and training of any new user.
- Work with users to find training requirements and design continuous training plans to ensure all users are adequately trained to manage their day-to-day task and are able to make the best use of implemented solutions.
- Provide best in class support to end users, be in constant touch with all users to understand their needs and issues and provide appropriate and timely solutions.
- Create IT Capex and Opex budget and ensure appropriate management, monitoring and reporting of the same.

Employment Qualifications:

- Completion of degree in IT domain (BE, B. Tech, BCA, MA).
- Five (5) to seven (7) years experience in core IT domain.
- CBAP or equivalent, PMP, Agile, Scrum Certifications.

Other Competencies:

- Related business experience is a strong asset.
- Ability to manage multiple priorities effectively.
- Ability to work within a dynamic fast-paced work environment.
- Excellent communication and interpersonal skills.
- Able to work independently, as well as, a team player.

Inclusivity

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Please apply by sending a resume and cover letter to: humanresources.canada@etgworld.com
We thank all applicants; however, only those selected for an interview will be contacted.

ETG Commodities Inc.

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