

Position Description – RSVP – Business Analyst

Position Description

Position title	Business Analyst
Location	Remote – Canada
Reports to	Business Intelligence & Reporting Manager
Direct reports	N/A

Position purpose

The Business Analyst will support the development and provision of various reports to leaders within the Rehabilitation Services and Vocational Assistance Program (RSVP). The Business Analyst is responsible for working with large data sets to generate reports, developing and maintaining dashboards, and proposing data-driven insights to improve the delivery of RSVP. The Business Analyst strategizes and forecasts RSVP's needs and puts together plans to ensure smooth program operation.

This position requires working with business models as well as their integration with technology.

Success measures

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none"> Provides accurate reporting to Veteran's Affairs Canada (VAC) and internal stakeholders to meet contractual requirements
People & Team Satisfaction	<ul style="list-style-type: none"> Provides accurate reporting to Veteran's Affairs Canada (VAC) and internal stakeholders to meet contractual requirements
Operational Performance	<ul style="list-style-type: none"> Meets or exceeds contractual targets and internal operational requirements
Program Outcomes	<ul style="list-style-type: none"> Provision of accurate and timely performance reporting to program management to support the achievement of program objectives
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Key Responsibilities:

Business Analysis	<ul style="list-style-type: none"> Analyze data and ensure data integrity in all reporting, working with key stakeholders as required Conduct research and develop models to analyze, explain and forecast program and contract data and patterns, and devise methods for collection and analysis of data Examine program data and reporting and provide recommendations for possible improvements Create and maintain recurring and ad-hoc reporting, supporting the interpretation and troubleshooting of the underlying data; aid in design and testing as required Track and report on processes, proposed changes, and targeted measures to provide the highest quality of service and experience for all participants Analyze outcomes and qualitative and quantitative data from various data
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	<p>categories, applying advanced analytics techniques to deliver improved outcomes and efficiencies</p> <ul style="list-style-type: none"> Utilize data sets to perform regression analysis and determine the processes and interventions statistically more likely to result in outcome achievement and make recommendations Utilize analytics systems and tools for data presentation, aggregation, disaggregation, visualization and analytics to identify patterns and interactions within performance measurement data and to understand/determine root causes of issues
Data Quality	<ul style="list-style-type: none"> Monitors and resolves data quality issues providing feedback and instruction to developer and field teams on user error or system bugs
Team & Customer Service	<ul style="list-style-type: none"> Work effectively as part of a cross-functional team aligned with shared goals and share knowledge amongst each other; communicate and coordinate with others in the team in a respectful and caring manner Demonstrate strong customer service orientation and deliver services within contract and internal requirements
Reporting	<ul style="list-style-type: none"> Writes clear and concise reports summarizing data for senior stakeholders to aid in decision making Regularly examine data reports and locate and resolve mistakes throughout
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
WORK HEALTH AND SAFETY For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Required Competencies:

<ul style="list-style-type: none"> Analytical thinking Relationship management Verbal communications Written communications 	<ul style="list-style-type: none"> Time management Organizing Functional / technical expertise Priority setting
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Capabilities and experience

- Bachelor's Degree from a recognized post-secondary institution in a quantitative field (such as engineering, math, statistics, economics or business), or a related field
- A minimum of two (3) years' experience in business analysis or a related field
- Extensive experience working with diverse datasets (CSV, Excel, JSON, etc)
- Familiarity with data warehousing concepts and ETL processes
- Knowledge of scripting languages (e.g. Python, R) for data manipulation and automation is a plus
- Ability to interpret complex datasets and turn data into actionable business insights
- Strong written and verbal communication skills to present technical findings to non-technical stakeholders
- Ability to manage workload, prioritize tasks effectively and take initiative in solving data challenges with minimal supervision.
- Ability to identify areas for data quality improvement, implement automations solutions and refine processes for better performance and scalability
- Employment conditional on obtaining federal Reliability Status security clearance

Preferred Criteria:

- Experience working with federal or provincial governments
- Previous experience in data analysis and reporting for medical, psycho-social or a vocational rehabilitation program

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- Three (3) or more years’ experience with database SQL
- Hands-on Experience working with Power BI, Tableau or SQL reporting Services

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.

Integrity

Customer focus

Respect

Empathy

Achievement

Teamwork

Enthusiasm

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