



JOB DESCRIPTION

POSITION	Junior Business Analyst	DEPARTMENT	Operations
CLASSIFICATION	Manager	PAY RANGE	
REPORTING STRUCTURE			
POSITION REPORTS TO:	Senior Business Analyst		
POSITIONS SUPERVISED:			
STATUS	Permanent		
LOCATION	While we have offices in Calgary, AB, Ottawa, ON and Toronto, ON, candidates from across Canada are invited to apply		

POSITION PURPOSE

Under the guidance of the Senior Business Analyst the Junior Business Analyst will review, analyze, research and evaluate business systems and user needs. This will include document requirements, defining scope and objectives, and formulating systems to parallel overall business strategies. The Junior Business Analyst will look for opportunities to enhance operational efficiencies by removing redundant processes and enhancing current process and will be responsible for all aspects of data management as it relates to outputs including reports, dashboards and ad-hoc data requests.

ESSENTIAL FUNCTIONS AND BASIC DUTIES OF POSITION

Research to drive the business forward

- Conduct and coordinate technical, product, market, operational and related research to support strategic and business planning and programming within the various departments
- Prepare technical reports by collecting, analyzing and summarizing information and trends data and analysis

Reporting

- Responsible for streamlining and improving internal and external reporting
- Responsible for all aspects of data management including reports, dashboards and ad-hoc data requests
- Create informative, actionable and standardized reporting that highlights relevant business trends and opportunities for improvement to enhance operational efficiencies by removing redundant processes and improve current processes.
- Develop a method of source control for all reporting artefacts.
- Document reporting infrastructure and propose a better way of doing things.

Process Improvement and Project Management

- Improve systems by studying current practices; designing modifications
- Assist in defining and document project requirements by identifying project milestones, phases and elements
- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports
- Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats

- Understand and communicate the financial and operational impact of any changes

HOCKEY CANADA COMPETENCIES

- Establish awareness how role contributes to the overall organization and seeks to understand other departments
- Earn others' trust and respect through consistent honesty and professionalism in all interactions
- Take personal responsibility for the quality and timeliness of work and professional presence, and achieves results with little oversight
- Promote cooperation and commitment within a team to achieve goals and objectives
- Use a broad range of communication techniques effectively to communicate to varying audiences in a variety of situations
- Adapt to changing needs, conditions and work responsibilities
- Make timely, informed decisions that take into account the facts, goals, constraints and risks
- Focus on results and desired outcomes and how best to achieve them - get the job done!
- Follow fiscal guidelines, regulations, principles, and standards when committing fiscal resources or processing financial transactions
- Display an ongoing commitment to learning and self-improvement

QUALIFICATIONS

- Bachelor's Degree in Computer Sciences, Business Administration or equivalent work experience
- Business Analyst certification an asset
- Minimum 3 years progressive Business Analyst experience
- Experience with SQL queries and database design
- Experience with dashboarding/reporting tools such as PowerBI, Tableau, etc.
- Proven analytical background with experience creating business cases
- Experience with process analysis and mapping
- Experience working with senior decision makers
- Experience with collaboration tools (ex. Monday.com, Jira)
- Experience with mapping tools (Visio, Lucidchart)
- Excellent interpersonal skills; promotes cooperation and commitment within a team to achieve goals and objectives
- Demonstrated communication skills; ability to use a broad range of communication techniques to effectively communicate to varying audiences in a variety of situations
- Exceptional organizational and time management skills; ability to balance conflicting priorities in order to manage workflow, ensure the completion of essential projects and meet deadlines
- High level of integrity; earns others' trust and respect through consistent honesty and professionalism in all interactions
- Database and reporting/dashboarding platform experience strongly preferred
- Ability to impact operations and effect change without being confrontational
- Detail oriented, analytical and inquisitive
- Ability to work independently and with others
- Strong problem-solving skills
- Extremely organized with strong time-management skills
- Demonstrated high level of proficiency in Microsoft Programs, specifically Excel and the ability to quickly adapt to new technology and easily acquire new technical skills
- Bilingualism (English/French) is an asset
- Satisfactory Criminal Record Check including Vulnerable Sector Verification

WORKING CONDITIONS

- Travel requirements are minimum with an expectation of 5-10 days per year
- Work Staggered hours, evenings and weekends as necessary