

Business Analyst

Driven by technology and fueled by innovation, HSB is Canada's premier specialty insurance and applied technology services provider. Offering 150 years of technical and service excellence, we are focusing on emerging trends and unlocking new opportunities for clients. Today, we are accelerating, changing the future of insurance and risk solutions, for a modern world.

At HSB, we value the strengths and contributions of our diverse workforce. We offer continuous learning opportunities, giving you flexibility to grow in your career while enjoying a healthy work-life balance and a collaborative approach in our coast-to-coast network of offices. Become part of a rewarding and impactful workplace experience while seeing first-hand technologies and risk solutions that are changing the way we live and work.

HSB is much more! It's insurance. Engineering. Technology. To learn more about us, please visit: www.hsb.ca

Primary Objectives:

The Business Analyst role is a key position responsible for ensuring that business needs are fully understood and implemented by the IT team. The Business Analyst plays a critical part in interpreting business requirements, understanding IT capabilities and translating these into modern and flexible solution designs. The Business Analyst is a conduit through which effective change and solutions are actioned and delivered.

Job Responsibilities:

- Performs analysis of business and user needs and document business requirements for the design and development of an application system.
- Defines systems scope, objectives and solutions that fulfill specific business objectives and service level agreements (SLAs) by working with business representatives to elicit requirements and by applying their knowledge of business processes, industry practices and relevant technology.
- Designs solutions that support business functions, processes and applications. Applies knowledge of the business area and functions in development and evaluation of alternatives for IT solutions, while balancing important concerns such as adherence to established practices, and alignment with enterprise strategy.
- Participates in from the early phases of projects, producing solution options and approach documents that clarify the problem space. Proposes a recommended solution, explains the rationale, enumerates significant components (people, process and technology) and addresses relevant constraints, risks, competing concerns, alternatives and the consequences of proposed choices. ensures adherence to HSB Group architecture standards and methodologies, ensures that solutions address all functional and non-functional requirements, and leads multifunctional teams in the successful integration of application components.
- Acts as an advocate for promoting change and developing solutions for improvements to applications processes and technology.

Strategic

- Acting as a bridge between business and IT, business analyst collaborates with Business Solutions team to provide consultation on topics such as methodology, process and design, determine options on closing gaps between business capabilities and systems supporting the business processes.

Tactical

- Participates in process flow analysis and process redesign along business process improvement specialist and Business Solutions team.
- Participates and supports the creation of a detailed functional design document to match customer requirements.
- Communicate business needs of the project to the technical team.
- Directly involved in the implementation, evaluation and testing of the business applications.
- Based on business requirements, produces technical specification for custom development and systems integration requirements.
- Provides current best practice and 3rd Party solution alternatives as part of the functional design document.
- Participates and leads, when needed, project meetings with the customer.
- Work closely with Quality Assurance team for project testing strategy and plans.
- Provide input for business readiness plans, including communication, and training.
- Triage and document incoming incidents to ensure proper incident priority are assessed.

Qualifications:

- A bachelor's degree or higher in a technical discipline, business analysis or equivalent education and work experience.
- 4-6 years related experience.
- Experience with SQL is an asset.
- Developer experience an asset, but not required.
- Background in proven and emerging architectures/technologies such as SOA, web services and cloud computing.
- Solid exposure to multi-tiered architecture, design, and implementation.
- Knowledge of agile methodologies.
- Previous Insurance Industry experience is an asset.
- Strong creativity in solution design; inventive thinking.
- Proven ability to manage and prioritize multiple, concurrent activities and the ability to adapt to changing priorities.
- Strong analytical, facilitation, problem solving and organizational skills. Experience leading meetings, coordinating deliverables, and resolving issues.

- Ability to communicate to both the technical and non-technical communities.
- Experience working in a matrixed environment, with functional reporting relationship and global IT.
- A strong desire to keep abreast of new and emerging technologies.

Creating and maintaining a work environment that promotes respect, diversity and dignity is important to us. We strive for equality in our workplace, to eliminate employment barriers, and promote a workplace based on principles which align with our company values and promote positive employee practices. Candidates requiring accommodation during any stage of our selection process should advise us of this; we will strive to work with individuals to find a suitable means to meet their needs.

If you are interested in applying for this position, please quote Job Reference **BA-1221BW** and send a covering letter along with a resume to: [Apply Here.](#)

We thank all candidates for their interest; however only those selected for an interview will be contacted.