



## EMPLOYMENT OPPORTUNITY

**Closing Date:** 15.07.2024

### **BUSINESS SYSTEMS ANALYST**

### **WINNIPEG, MB**

Manitoba Hydro is consistently recognized as one of Manitoba's Top Employers!

#### **Great Benefits**

- Competitive salary and benefits package.
- Defined-benefit pension plan.
- Nine-day work cycle which normally results in every other Monday off, providing for a balanced approach to work, family life and community.
- Flex-time and partially remote work schedule (providing the option to work remotely 3 days per 2 week period), depending on nature of work, operational requirements and work location.

Manitoba Hydro is a leader among energy companies in North America, recognized for providing highly reliable service and exceptional customer satisfaction. Join our team of Manitoba's best as we continue to build a company that supports innovation, commitment, and customer service, while actively supporting a diverse, equitable and inclusive workplace.

We are seeking a permanent Business Systems Analyst to join our Work Management Department in Winnipeg, Manitoba.

#### **Responsibilities:**

- Provide general client support for complex Work Management functionality issues and inquiries, responding in a timely manner to clients requiring assistance.
- Work with business clients, process owners, technical subject matter experts, Business Analysts, and System Developers to investigate/analyze requirements and document solutions/specifications related to Work Management technologies.
- Participate in the evaluation and prioritization of system enhancements, keeping in mind value-based decision making, adherence to standardized business processes, and alignment with corporate goals and strategic initiatives.
- Oversee and implement the execution of system enhancements in partnership with D&T and/or external vendors.
- Prepare test plans and conduct system testing related to problem resolution, enhancements, technical upgrades, and deployment of new functionality or technology solutions. Utilize various testing tools.
- Develop recommendations to implement technology and best practices aimed at optimizing and continuously improving the use of Work Management applications.
- Develop technical client support standards, processes, and procedures for the Work Management Department.
- Perform configuration of Work Management technologies as required.
- Responsible for technical exception error queues relating to Work Management technologies.
- Administer security activities associated with Work Management technologies as required.
- Provide technical consultation, advice, and recommendations to process improvement or project teams as required.
- Keep current with new technology and industry trends as they relate to Work Management solutions.

#### **Qualifications:**

- Four-year Bachelor degree (Computer Science, Commerce, or a related discipline) from a recognized university plus a minimum of two years of related business support for technology solutions or business support for gas and electricity operations & maintenance experience.  
OR
- Two-year Diploma in Business Administration or related discipline from an institute of recognized standing plus a minimum of four years related business support for technology solutions or business support for gas and electricity operations & maintenance experience.  
OR
- Grade 12 plus a Business Analyst Certificate from an institute of recognized standing plus a minimum of six years related business support for technology solutions or business support for gas and electricity operations & maintenance experience.
- Demonstrated knowledge of existing technology, support, and maintenance
- Demonstrated knowledge of the Work Management business process framework.

- Practical experience and working knowledge of the operation and maintenance of equipment in electrical generation, transmission and distribution, or gas transmission and distribution.
- Strong personal computer skills, with a demonstrated ability to keep up to date with current hardware and software technology.
- Working knowledge of the tools and methodologies for delivering technology solutions such as Remedy, Azure DevOps, Agile, etc. will be considered an asset.
- Customer service-driven with the ability to question and understand the underlying needs of the client base.
- Strong communication (written, oral, presentation) skills and a high level of comfort, credibility, and confidence presenting information to a variety of audiences at all levels of the corporation.

**Salary Range**

Starting salary will be commensurate with qualifications and experience. The range for the classification is \$34.80-\$48.16 Hourly, \$66,691.04-\$92,279.98 Annually.

***Apply Now!***

Visit [www.hydro.mb.ca/careers](http://www.hydro.mb.ca/careers) to learn more about this position and to apply online. The deadline for applications is **JULY 15, 2024**.

We thank you for your interest and will contact you if you are selected for an interview.

***This document is available in accessible formats upon request. Please let us know if you require any accommodations during the recruitment process.***