

Title: Business Analyst**Term: Permanent, Full-Time****Location: Remote (Canada)****ROKSTAD STRATEGIC INTENT**

We are an innovative and progressive family-orientated business that excels in providing safe, reliable Transmission and Distribution services for its valued clients across North America.

SUMMARY

As a Business Analyst for Rokstad Power you will be responsible for identifying and defining business requirements for information technology solutions. You will work closely with stakeholders to understand their needs and develop a clear understanding of the business problems that the technology solution is intended to solve. The Business Analyst then communicates these requirements to technical teams and works with them to develop a solution that meets the needs of the business.

In addition to gathering and defining requirements, you will also play a critical role in the evaluation of potential solutions, including the identification of potential risks and benefits. You may also assist with the development of project plans, testing, and training. The objective of the Business Analyst role is to ensure that technology solutions meet the needs of the business and contribute to organizational success by improving processes, increasing efficiency, and driving innovation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Conduct market research and analyze data to identify industry trends and gather insights on business opportunities;
- Work with stakeholders to understand their needs and develop business requirements;
- Collaborate with technical teams to design and implement IT solutions that meet business objectives;
- Create and maintain data models, process flow diagrams, and other technical documentation;
- Develop project plans, manage project tasks and resources, and ensure successful delivery;
- Perform, evaluate, and communicate thorough quality assurance at every stage of systems development;
- Communicate project status and risks to stakeholders, and manage expectations effectively;
- Continuously monitor and analyze business performance to identify areas for improvement;
- Foster lasting relationships with partners for optimized systems integration, and respond to questions and concerns from managers and executives with supporting research and recommendations;
- Develop and implement data analytics, reporting, and dashboards to support data-driven decision making;
- Manage the implementation of new systems and processes, ensuring successful integration with existing systems;
- Provide training and support to end users for new systems and processes;
- Stay up-to-date with industry trends, emerging technologies, and tools to bring new ideas and innovations to the organization;
- Other related duties as required.

JOB REQUIREMENTS

- Experience with full project life-cycle from initial requirements and scoping to planning, implementation and end user training;

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- Understanding of key Continuous Improvement methodologies (Lean Six Sigma, Kaizen etc.);
- Flexible and able to adapt to project challenges and the ability to handle multiple priorities and deadlines;
- Strong interpersonal and communication skills (both oral and written) and the ability to work well with employees at all levels of the organization, from Ownership and Executives through to End Users;
- Able to work independently and collaboratively in a remote team environment spanning different time zones.

EDUCATION, EXPERIENCE AND/OR CREDENTIALS

- Post-Secondary education in a related field;
- Business Systems Analysis Certification (ECBA, ECBA+, CCBA, CBAP);
- 5+ years' professional IT industry experience working with implementations across a wide range of technologies including document and information management, workflow and custom applications;
- Experience with multi-technology solutions including SharePoint, Office 365, Dynamics 365, Business Central and Azure Cloud Stack;
- Experience with DevOps, Visio, Project and Microsoft Teams required;
- Change Management Certified Practitioner (ProSci) an asset;
- Lean Six Sigma qualifications an asset;
- Experience with Power Platform (Dataverse, PowerApps, Power Automate, Power Virtual Agent, Power BI);
- Project Management Professional (PMP) designation an asset;
- Experience in the utilities industry preferable.

CORPORATE COMPLIANCE RESPONSIBILITIES

We care about our internal and external customers – loyalty is earned.

- Listen, and listen more, to better understand – you get excited about opportunities to help others.
- Own customers' challenges to deliver unique solutions – you recognize that it's our privilege to serve customers because without "them," there is no "us."
- Focus on what is "important" as opposed to "urgent" – you focus on the big picture rather than getting lost in the details.
- Express thanks to those who help us constantly improve – you recognize and embrace constructive criticism.

We strive for safety excellence – practice safety within the workplace, our homes, and at play.

- No compromise on safety – make safety a thought, an action, a cornerstone belief in everything you do.
- Live safely for yourself, your team, and your family – you work together to ensure safety for all.
- Learn and improve from past experiences – lessons learned fuel our future successes.

We create a great workplace by filling it with spectacular people – set expectations high, have fun, and celebrate our successes.

- Succeed through professional and personal growth – take ownership of your own success.
- Always be a Rokstad ambassador – take pride in opportunities to share your beliefs, learnings, strengths, and ideas.
- Respect the unique contribution that every employee brings to the table – be open to learning and growing from employees who move Rokstad forward and help you achieve more.
- Place importance on effectiveness rather than effort – work smarter, by being conscious of your current levels of productivity, health, and happiness.

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We take pride in what we do – how we show up is important.

- Be part of the solution – you problem solve rather than complain, gossip, or cut others down.
- Know when to lead, know when to follow – check your ego at the door.
- Pursue improvement ... relentlessly – you make continual changes to grow.
- Strive to achieve the best results – you have higher expectations of yourself than Rokstad has of you.
- Embrace change – you understand that markets change, competition changes, and technology changes.

We stand among the very best – doing it right makes our reputation even stronger.

- Act in Rokstad's best interest – as though you are an owner.
- Say what you mean, mean what you say –One dishonest action can ruin a lifetime of goodwill.
- Demonstrate trust in order to gain trust – an honest day's work for an honest day's pay.
- Lead by example – you recognize that your actions are always being observed, and actions speak louder than words.
- Seek first to understand before seeking to be understood – you avoid drawing ill-informed conclusions or assumptions.

We respect our position in the broader community – act in accordance with our culture and values.

- Build and support the communities where we work and live – make the world cleaner, safer, and more interesting.
- Care for and respect our environment – promote environmentally sound practices throughout every aspect of our business.
- Create a culture of inclusion built on trust, respect, and dignity for all – build teams that capitalize on the diverse talents of all employees.
- Explore opportunities to grow and develop positive relationships with First Nations – create mutually beneficial partnerships.

HOW TO APPLY

If you are looking for an exciting career with a fast-growing progressive company, please email your resume to careers@rokstadpower.com or fax 1-888-310-8831. Please include the job title in the email subject line.

We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.