



Position: Business Analyst

Status: Full Time

Department: IT

Reports to: CIO

Location: Head office Toronto (temporarily remote)

Responsibility Statement: Analyze and develop workable business processes and procedures.

Key Results and Activities:

1. Enhance business processes through effective project management and workable business procedures

1.1. Analysis and Solution Definition

- Analyze business processes, and optimize the way these processes interact with the application software
- Document and analyze required information and data
- Prepare requirements, specifications, business processes and recommendations
- Anticipate the Business needs before they arise and present solutions to project management that encompass issues at hand

1.2. Technical Recommendation and Testing

- Understand technical design specifications is preferred
- Define test conditions
- Develop accurate and complete test plans
- Conduct testing according to plan
- Identify and document system deficiencies and recommend solutions

1.3. Project Execution

- Assist in enforcement of project deadlines and schedules
- Take input from various sources and appropriately and accurately apply comments/feedback
- Understand the necessity of project standards and apply them consistently
- Develop internal and external meeting objectives and agendas
- Prioritize multiple tasks effectively
- Understand the components of running a fiscally successful project

2. Other duties as assigned by management.

Specialized Knowledge, Skills, Attributes Required:

- Analytical with proven problem solving skills and probative abilities
- Strong written and oral communication and interpersonal skills – ability to facilitate and interact at all levels of the organization
- High level of personal energy and ability to maintain that activity level under conditions of time, pressure and stress
- Demonstrated skills as a strong team player
- Sensitivity to and skilled in satisfying customer needs and concerns
- Demonstrates an understanding of the Travel Industry
- Knowledge of various Travel Technology Platforms – IE TTS, Travcom, Revelex, Auto Europe, Sabre, Amadeus
- Understands e-Commerce Technologies as they relate to B2B and B2C and various Application Architectures
- Knowledge of HTML and SQL is preferred
- Bilingual in French and English is preferred



Academic Qualifications and Experience

- College level diploma in IT, Systems Management, or other related field
- 3-5 years of experience working in Business Analysis and or equivalent Travel Industry experience.

The Company values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the company will provide accommodation, accessible formats and communication supports for the interview upon request and we will work with you to meet your accessibility needs.