



BUSINESS ANALYST (IT/OPERATIONS)

POSTING DATE:	November 12, 2021
LOCATION:	Toronto, ON
DEPARTMENT:	Operations
REPORTS TO:	Program Management Director
EMPLOYMENT TYPE:	Full-time
AVAILABILITY:	Immediately
CLOSING DATE:	This position will be posted until filled

OVERVIEW

Canada Guaranty is seeking a **Business Analyst** to join our dynamic IT/Operations team. Working as a liaison between the business, IT and industry partners, the Business Analyst helps ensure the timely and effective execution of new IT initiatives with lender partners, third party suppliers and internal stakeholders. The Business Analyst team supports a wide range of business and technology enhancements and operational functions, as well as playing a key role in delivering service excellence to Canada Guaranty's customers.

To succeed in this role, it is critical that the Business Analyst be team- and results-oriented, have an analytical way of thinking, an ability to collaborate with technical and non-technical resources, and a "can do" attitude.

KEY RESPONSIBILITIES

- Assist in the development of strategic technology solutions for customers and internal stakeholders.
- Work with lender partners and third-party suppliers to ensure timely and effective execution of new system integration initiatives.
- Work with internal business units including Risk, Underwriting, Information Technology, Finance, Sales, and Loss Mitigation to facilitate requirements gathering and execution of new business and technical initiatives.
- Collaborate with the IT technical team to estimate and develop these solutions.
- Plan and conduct user acceptance testing with lender partners and internal users to ensure solutions meet business needs.
- Assist in the deployment and validation of production system changes as required.
- Assist the Program Management Director in establishing project milestones, tracking progress, identifying, and resolving issues, and reporting project status.
- Diagnose and find the root cause of application issues reported by users.
- Develop and build strategic lender relationships and inform management of any business trends in need of further review.
- Other duties, as assigned.





REQUIRED SKILLS AND EXPERIENCE

- Detailed knowledge of the mortgage or mortgage insurance industries.
- Demonstrated proficiency in underwriting-related technology applications.
- Strong planning, organizational and time management skills.
- Excellent listening and oral/written communication skills.
- A willingness to take accountability for and follow through on commitments.
- Exceptional analytical and conceptual thinking skills.
- Understanding of waterfall, hybrid, and agile software development life cycles.
- Ability to work independently on a variety of tasks and bring each of them to completion, while keeping management informed of status and seeking assistance as needed.
- Ability to work in, and effectively adjust to, changing priorities and schedules.
- Demonstrated ability to work in a respectful, collaborative, people, and team-oriented environment.
- A keen sense of urgency about assisting customers, solving problems, meeting challenging deadlines and achieving critical goals.
- Knowledge of SQL, collaboration tools and wikis, and automation tools like Jenkins.
- Basic knowledge of IT infrastructure (hardware, software, databases, networking, storage, and virtualization) and data exchange mechanisms (web services, REST API's, SFTP, XML, JSON) is an asset.
- Being bilingual is also an asset.

EDUCATION & EXPERIENCE

- University degree in Business, Computer Science or related field, or equivalent work experience in an analytical role.

OTHER

- Availability outside of business hours to test production system deployments (typically once every 1 to 2 months).
- The successful candidate must be fully vaccinated and attest to Canada Guaranty's COVID-19 Safety Protocol.

HOW TO APPLY

- Please click [here](#) to e-mail your cover letter and resume to careers@canadaguaranty.ca.

NOTE: We appreciate all interest in this position; however, only those selected for an interview will be contacted. Canada Guaranty is committed to an inclusive and accessible recruitment and selection process. If you are invited to attend an interview and require an accommodation, please advise us in advance of the meeting.

