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**Newmarket-Tay Power Distribution Ltd.**

## **BUSINESS SYSTEMS ANALYST**

**Job ID: IT-20-105**

Newmarket-Tay Power Distribution Ltd. (NT Power) delivers power with pride to almost 50,000 customers within the Town of Newmarket, Town of Midland and Tay Township. Headquartered in Newmarket, Ontario, NT Power has an additional office in Midland, Ontario, which is approximately one hour north of Newmarket along the shores of Georgian Bay.

We are seeking an agile and pragmatic Business Systems Analyst to join our Information Systems team based at our head office in Newmarket.

### **Position Summary**

Reporting to the Manager, Information Systems you will be responsible for support, administration and improvement of NT Power's business information systems. As a proponent of data driven business, you'll have the opportunity to work across the organization to apply information systems thinking to improve how we operate and serve our customers.

### **Job Duties**

- Interact with internal users and business partners to understand and support the information systems needs of NT Power's operations and customers
- Analyze and document detailed business requirements for system and process changes
- Develop process flow models to provide clarity of understanding to business processes and system interactions as well as changes to support process and service improvement
- Implement and maintain operational and analytical reporting systems to rationalize organizational data, ensuring quality and availability to support business needs
- Research and document requirements, options and solutions across all business areas to support regulatory requirements, utility operations and improving service to customers
- Design and implement process automations to improve operational efficiency
- Create and execute test plans to validate the correctness of information systems solutions and ensure that business and regulatory requirements have been sufficiently met
- Assess business processes and system usage against privacy and cybersecurity policies and frameworks, making recommendations for improvement
- Deliver value from our data, supported by an organizational data warehouse architecture
- Ensure successful adoption of changes by the business stakeholders
- Prepare training resource materials and user documentation

### **Qualifications**

- Postsecondary university or college education with a degree/diploma in Computer Sciences, Business, Engineering Technology or a related field



- Working knowledge of common scripting languages (e.g. Python, PowerShell or other)
- Experience working with large data sets including time-series data, reporting and analytic solutions (e.g. Cognos, PowerBI) and common database platforms (SQL Server, PostgreSQL)
- Experience working with diagramming software (e.g. Visio, LucidChart, yWorks) and/or process model languages (e.g. BPMN, UML)
- Minimum three (3) years experience with utility CIS/billing systems, Meter Data Management (MDM) systems, Contact Centre applications including IVR and electric or other utility processes
- Ability to communicate technical subjects clearly to non-technical users
- Ability to work closely in both a team environment and independently, with changing priorities
- Ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy
- Ability to appropriately manage, communicate and present issues to the management team

### **Application Information**

Interested applicants should submit a resume, in confidence with all applicable information to: [recruitment@nmhydro.ca](mailto:recruitment@nmhydro.ca). Please include the position title and the job ID number in the subject line of your e-mail.

**APPLICATION DEADLINE FOR THIS POSITION IS DECEMBER 31, 2021 BY 4 P.M.**

We appreciate the interest of all candidates, however, only those selected for an interview will be contacted.

Candidates are required to disclose NT Power employees who are immediate family members at the time of the interview.

Successful candidate will be required to obtain a criminal verification screening as a condition of employment.

Newmarket-Tay Power Distribution LTD is committed to fairness and equity in employment and our recruitment and selection practices. We encourage applications from Indigenous peoples, people with disabilities, members of sexual minority groups, members of racialized groups, women and any others who may contribute to the further diversification of our LDC community. Accommodation will be provided in all parts of the hiring process. Applicants need to make their requirements known in advance to: [recruitment@nmhydro.ca](mailto:recruitment@nmhydro.ca).