



Job Ad

Ministry: Ministry of Government and Consumer Services
Division: ServiceOntario (Business Improvement)
Position Title: BUSINESS ANALYST
Duration: 3 Permanent
Location: Toronto, Thunder Bay (Within 125km of each location)
Compensation Group: AMAPCEO
Salary: \$59,253.00 - \$72,135.00 per annum
Position Status: Restricted
Job Code: 17APA - Prog Analysis (Ama Unit) APA17
Schedule: 6
Category: Policy and Analysis
Job ID: 13001

The Ministry of Government Services, ServiceOntario eChannel Branch, has an exciting opportunity to work on high profile service delivery projects. If you have a strong analyses background and enjoy participating on projects, then this opportunity will be of interest to you.

Working closely with a variety of stakeholders you will: participate in the creation of business models and requirements; maintain awareness of service trends and customer care models; participate on assigned projects and contribute to strategic planning and business development; provide research and analysis of qualitative and quantitative data related to multi-channel delivery systems.

Two locations:

777 Bay Street, Toronto, ON, M7A 2J3 (2 positions)
189 Red River Road, Thunder Bay, ON, P7B 6L8 (1 position)

Positions are restricted to applicants living or working within 125km of each location.
Please indicate your preference in your application.

Qualifications: demonstrated project management, organizational and time management skills; proven analytical, evaluative and problem solving skills; strong oral and written communication, interpersonal and relationship facilitation skills; awareness of trends and developments in multi-channel service delivery and customer service; demonstrated ability in applying theories, techniques and methods in quantitative and qualitative research and analysis related to multi-channel service delivery and e-services; knowledge of business modelling and frameworks; experience in producing forecasts and projections based on data and financial analysis; knowledge of project management principles and government decision making processes.

Please note: Prior to the offer of employment the top applicant will be required to undergo a police records check.

Posting Date: Friday, November 28, 2008
Closing Date: Tuesday, December 16, 2008

Applications must be received by the end of the closing date with the Job ID number quoted.

**Apply online
or send application to:** Ministry of Government Services
Toronto Recruitment Centre
777 Bay Street, 2nd Floor
Toronto, Ontario, M7A 2J6
Fax: 416-327-9039

Only applicants selected for interview will be contacted.
OPS Employees are required to quote their WIN EMPLOYEE ID number when applying to positions.

**The Ontario Public Service is an equal opportunity employer.
Accommodation will be provided in accordance with the Ontario Human Rights Code.**