As a national, non-profit organization, the Royal College speaks for more than 50,000 medical and surgical specialists and resident affiliates. The mission of the Royal College is to serve patients, diverse populations and our Fellows by setting the standards in specialty medical education and lifelong learning, and by advancing professional practice and health care. Located in Ottawa, the Royal College offers a stimulating and professional work environment.

**Systems Analyst, Oracle E-Business Suite (EBS) (Permanent, Full-time)**
**Information Management and Technology Services (IMTS)**

Do you have a passion as a Business or Systems Analysis; for technology and working with systems? Would you enjoy working and collaborating with different business units to gather system requirements and developing use cases for both functional and non-functional specifications? Are you analytical, like solving problems and are always up for a challenge? If yes, join us!

**Position Summary**
Under the direction of Team Lead, System Analysts, you will work with both internal and external client groups to proactively identify and address the system requirements and implications. You will consult with business units to identify business system needs and recommend solutions. You will provide assistance and advice in the effective use of applications; and elicit requirements, document analysis, requirements gathering workshops, surveys, use cases, scenarios, task and workflow analysis, and test plan.

Using your extensive knowledge of data management and enterprise software applications and your advanced understanding of technology and business systems, you will turn user requirements into the functional requirements that are the blueprint for the system, bridging the gap between the business requirements and the technical solution of the system. Ensure use cases are complete and consistent by addressing all requirements through coordinating application releases, development and enhancements/fixes.

While this is not a Database Administrator, Network Administrator or Developer role, you will collaborate with these positions serving as a **liaison and facilitator** between the business units and the development, infrastructure and architecture teams to assist in addressing and resolving application issues.

**Key Contributors**

*Systems Analysis and resolution*

- Develop/Manage Business and System Requirements to implementation
- Lead software projects/implementations during its System Delivery Lifecycle including role of Scrum Master.
- Define/Model Requirements and Solutions
- Maintain Client Relationships as related to ongoing support and projects
- Consult on Best Practices; best Implementation methods; impact to systems and stakeholders; efforts to implement, etc.
- Perform application management, release management, ticket management, data management and issue management.
- Identify and coordinate application development and implementation for enhancements or fixes and coordinate the management of application releases, including interactions with external service providers.
• Be a troubleshooting guru by providing level 2 application support to the user community while liaising with third party support providers (e.g. Oracle Support).
• Provide level 3 support as required including troubleshooting issues working with internal and external technical staff to identify solutions and testing fixes.
• Manage the list of application issues (i.e. tickets), make recommendations for solutions and coordinate application release cycles.
• Identify opportunities that can increase adoption and improve efficiency of business processes supported by specific applications.

Training & Testing

• Lead or support the development of Training/Testing Materials
• Develop and execute test plans and scripts for manual and/or automated platforms while managing test results accordingly.
• Define training requirements, prepare training plans, and produce training material to help ensure high adoption of the system.
• Maintain training materials with every release of the system and partner with clients to develop and deliver the necessary user training.

Documentation and Technical Writing

• Keep records of procedures and documentation for application-related activities, such as requirements documents, functional specifications, test plans and scripts, and release management procedures.
• Identify, document, validate and compile detailed specifications for systems development.

You come to us with:

• A Bachelor’s degree in Business, Computer Science or related field, or an equivalent combination of education and experience.
• A minimum of 5 years of Business/Systems Analysis experience or applicable experience with at least 3 years of hands-on functional analysis.
• Certification or Diploma in Business or System Analysis (planning and monitoring; elicitation and collaboration; project life cycle management; requirements and strategy analysis; design definition; and solution evaluation) would be an asset.
• Strong experience & passion with Customer Relationship Management (CRM) or Enterprise Resource Planning (ERP) platforms, such as E-Business Suite. Knowledge of the Oracle Customer Online (OCO) and Trading Community Architecture (TCA) EBS modules would be an asset.
• Ease with facilitating group discussions and delivering training.
• A thorough understanding of how to interpret customer business needs and translate them into application and operation requirements.
• Experience interacting and liaising with third party support providers and other external vendors.
• Experience developing and completing automation tasks such as testing (e.g. Oracle Application Testing Suite).
• An ability to work independently with minimal supervision and also within a team.
• Proficiency in the use of Microsoft Office Suite. SQL Developer would be an asset.

To apply, please forward your résumé, covering letter and salary expectations by March 15, 2020 to careers@royalcollege.ca. To ensure the hiring committee reviews your application, quote posting JD 895, last name, first name in the email subject line.
We sincerely thank all applicants for their interest; however will only contact those under consideration. An eligibility list may be established for similar positions of various tenures for a one year period.

*Royal College is committed to building an inclusive and accessible learning and working environment. We believe in and promote the rights of all persons with disabilities as outlined in the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA 2005) and its related Accessibility Standards Regulations. To meet this commitment, the Royal College will make appropriate accommodations available. As required, please inform People Services of the nature of any accommodation(s) that you may require to ensure your equal participation.*

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Starting Salary ranges from $67,780 to $76,253