



JOB DESCRIPTION

Job title: Business & Quality Assurance Analyst

Department: Pension Services

Reports to: Director, Pension Services – Business Excellence

☒ **Full-time**

☐ **Part-time**

PURPOSE: Give a brief description of why the job exists and how it adds value to ATRF.

Reporting to the Director, Pension Services – Business Excellence, this position is pivotal in ensuring the integrity, efficiency, and continuous improvement of the Pension Administration System (PAS) and other integrated systems. The Business & Quality Assurance Analyst focuses on testing and optimizing the functionalities and business processes of the operating system by identifying areas for improvement and developing solutions. This position works collaboratively with various teams in the organization including the Information & Technology Services (ITS) team to align business needs and operational execution, working to optimize efficiency and effectiveness.

This position concentrates on supporting continuous improvements through defining and documenting business requirements, developing testing plans, and performing testing and quality assurance with no responsibility for making programming or coding changes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Give a brief description to state overall purpose, expectations and/or objectives of the position. Then add bullet points, listing the specific tasks and job duties of the position that are required on a daily basis. Items should begin with action words such as perform, responsible for, deliver, develop, etc.

System Testing & Quality Assurance (QA)

- Conduct system testing to ensure data accuracy and functionality of business applications in the PAS.
- Test routine and complex system changes.
- Coordinate with other teams for end-to-end testing and requirements.
- Run and analyze operational reports to validate data and system integrity and identify anomalies.
- Identify, prepare and maintain documentation of test cases, results, and system behavior.
- Identify, evaluate, and complete testing within the operating system outlining deficiencies, issues and required improvements.
- Ensure the system meets specified quality standards and compliance with internal standards and operational procedures.
- Deploy automated and efficient testing and QA tools.
- Identify areas for testing and QA process improvement and provide proposed solutions.

Continuous Improvement

- Identify and recommend enhancements to business systems and operational processes.
- Collaborate with ITS to implement system improvements and workflow optimizations.
- Monitor system performance and user feedback to drive iterative improvements.
- Identify the needs for review, updates, and development of new or redesigned processes, procedures, measurement, controls and operational reporting.

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Business Systems Requirements and Stakeholder Collaboration

- Act as a liaison with the ITS team to ensure business needs are translated into system requirements effectively.
- Support the development and maintenance of user guides, training materials, and business requirements and process documents.
- Assist in onboarding and training of new users on the system functionalities and updates as they occur.
- Collaborate effectively with teams throughout the organization including ITS, Pension Services, and Pension Financial Services

EDUCATION AND WORK EXPERIENCE QUALIFICATIONS: This section is used to describe what knowledge, skills and abilities are required to perform the daily tasks and job duties bulleted above. For education requirements indicate type of degree or diploma required, certifications and/or designations.

- Diploma in business administration, computer science/engineering, quality management, or mathematical/statistical science
- Minimum of two to three years of experience in a role with a focus on business operations, system testing, data validation, and quality assurance practices
- Experience working with pension administration systems and implementation would be considered an asset
- Strong understanding of operational workflows and business systems and the ability to apply that knowledge to identify and solve problems.
- Excellent analytical, problem solving, and communication skills
- Excellent interpersonal skills with the ability to effectively build relationships
- Strong verbal and written communication
- Self-motivated with strong organizational skills, attention to detail, and the ability to effectively multitask and prioritize.
- Proficient in Microsoft Office Suite, particularly Excel and Word

INDEPENDENCE OF ACTION/AUTHORITIES: Describe the extent to which decisions and recommendations are made independently. (e.g., complexity of problem solving).

Responsibilities are supervised occasionally with freedom of action restricted to modifications of procedural guidelines. Problems are referred to the supervisor for resolution. The employee takes independent action as directed by general instructions, established methods, and/or clearly defined precedents or technical infrastructure. Innovation/creativity is required to improve the basic operating and administrative methods of the job and to serve customers. Recommendations for improvement are taken to the immediate supervisor to be assessed for implementation.

LEADERSHIP, MANAGEMENT, SUPERVISORY & TEAM RESPONSIBILITY: Describe the extent of responsibilities.

Works at a technical or professional level with much of the time spent performing such functions. In addition to training, mentoring and reviewing the work of others, the incumbent is consulted as a resource in the technical or professional function. No direct reports.

Signature

The electronic signature below indicates that the supervisor and Human Resources have read, discussed and agreed that the information accurately reflects the work assigned.

Name

Signature

Date