



## IT Business Systems Analyst

Interested in partnering with a growing, people-first team that does great things for Canadian organizations and the individuals connected with them? Arete is looking for an IT Business Systems Analyst to round out our talented team.

**Job Title:** IT Business Systems Analyst

**Language:** English (bilingual French is an asset)

**Location:** Remote (or hybrid in either Longueuil or Calgary)

**Position:** Full-time

**Salary Range:** \$60,000 - \$90,000

**Application Deadline:** May 31, 2023

### A BIT ABOUT US

At Arete, we know people.

We believe that building resilience within people and the organizations that support them is important work—the most important work. This drives us to pour everything we have into what we do—supporting Canadian organizations and the people connected with them to be the very best they can be. Every, single, day.

Our assistance programs provide unparalleled, research-backed support for employees, retirees, businesses and organizations across the country. And because people come first at Arete, the warm and compassionate way we deliver those programs is second to none—it's work you can stand behind and feel proud to be a part of.

In addition, being a part of the Arete family comes with a competitive salary, excellent benefits package, flexibility and being part of a team dedicated to promoting a psychologically healthy workplace.

To learn more about us, our programs and what it's like to be a member of our family, visit [www.aretehr.com](http://www.aretehr.com).

### THE ROLE

Are you energized by solving challenges? Do you thrive within complex technological systems?

Arete is currently making significant investments in the digital transformation of our organization. The IT Business Systems Analyst is a new role designed to help the new Technology and Innovation department to navigate this change. We expect this role to evolve significantly with the organization as it grows in this exciting new direction and that the portfolio will grow in complexity and size in tandem.

The IT Business Systems Analyst will be responsible for managing the organization's technology infrastructure, overseeing the day-to-day operations of the Technology and Innovation department, and ensuring that all technology systems and services are functioning effectively. They will liaise with other



stakeholders in the organization to ensure that organizational business needs are met with creative technology solutions.

You will:

- Analyze business and technical processes and workflows to identify areas for improvement
- Work with the Arete team to help implement these improvements and manage IT projects
- Manage vendor relationships
- Develop and maintain documentation related to IT systems
- Collaborate with cross-functional teams to understand and document business needs
- Report to the VP of Technology on the status of the department's initiatives
- Work with the VP of Corporate Services on the cybersecurity response team

## OUR REQUIREMENTS

- Bachelor's degree in Computer Science, Information Technology, or a related field
- Five years of relevant experience
- Strong knowledge of network systems, security protocols, databases and software applications
- Excellent leadership and management skills, including the ability to motivate and inspire team members
- Exceptional business analysis and problem-solving skills
- Experience in Agile methodologies and project management
- Strong communication and interpersonal skills, including the ability to build relationships with stakeholders at all levels of the organization
- Ability to prioritize and manage multiple projects and initiatives simultaneously
- Strong problem-solving and analytical skills, including the ability to identify and resolve complex issues
- Experience managing budgets and negotiating contracts with vendors
- Business intelligence, data analysis, reporting and dashboard knowledge
- Self-directed and a self-starter

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If you are a strategic thinker, strong communicator and collaborative team player with a passion for delivering high-quality IT services, we encourage you to apply for this exciting position.

Please send your resume and cover letter to Scott Borys at [sborys@aretehr.com](mailto:sborys@aretehr.com).