



Employment Opportunity

Senior Business Analyst

Competition #: 4N24-042

Wage: Commensurate with Experience

Hours of Work: Permanent Full-Time

Location: Whitehorse, Yukon. Remote may be considered

The Business Analyst reporting to the Director, Information Technology has a pivotal role within our information technology (IT) department, responsible for ensuring seamless coordination between IT staff, business groups, and leadership. This position acts as a crucial bridge, ensuring technology operations and enhancements are executed efficiently, align with organizational goals, and support overall business strategies.

In this role, you will provide strategic business analysis services to our business partners. You will work closely with various business units to gain a comprehensive understanding of their strategies, processes, services, and operational contexts. This deep collaboration will enable you to identify and address operational, financial, and technological risks, as well as uncover opportunities to enhance efficiency.

Why work for us?

- Phenomenal flight benefits for you and your family – local and international!
- Extra travel benefits such as hotels and cruises
- Employer paid health & dental benefits
- Group RRSP investment options
- Cargo shipping benefits

Duties and Responsibilities:

Requirements Gathering and Analysis

- Collaborate with stakeholders to gather and document business requirements.
- Conduct comprehensive analysis of business processes to identify areas for improvement
- Translate business needs into detailed functional requirements and technical specifications

IT Demand / Portfolio Management

- Work closely with IT Leadership and the business departments to understand IT requirements and prioritize requests
- Help develop and implement a demand management strategy that aligns IT resources with organizational needs
- Help ensure efficient allocation and monitoring of IT resources in accordance with business priorities

Internal Application & User Support

- Troubleshoot issues that arise or discrepancies between bookings on Air North website and internal systems
- Support users and monitor system results
- Investigate internal system functionality and upgrade needs with internal departments (Flight Operations, Reservations, Check-in, Cargo and Charters)

Stakeholder Communication and Management

- Act as a liaison between business stakeholders and technical teams
- Facilitate meetings, presentations, and workshops to ensure clear communication
- Manage stakeholder expectations and foster strong working relationships

Quality Assurance and Testing

- Develop test plans and conduct testing to ensure solutions meet requirements
- Ensure deliverables are of high quality and meet business needs

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Process Improvement

- Review business processes from end-to-end to identify inefficiencies
- Recommend and implement changes to improve efficiency and productivity.

Strategic Analysis

- Work closely with business units to understand their strategies and operational contexts
- Provide strategic insights to guide business decisions and technology investments

Documentation and Training

- Create and maintain comprehensive documentation of business and IT processes
- Develop training materials and conduct training sessions for super-users

Project Coordination & Reporting

- Working with IT leadership, coordinating IT projects such as system upgrades, software deployments, and technology rollouts
- Develop project plans, establish milestones, and allocate resources for successful project execution
- Generate project reports to provide stakeholders with project status updates and key performance metrics

Government & Third-Party Interaction

- Liaise and work with numerous government agencies and vendors on requirements and regulations
- Consult International Air Transport Association (IATA) documentation for potential industry standard solutions

Qualifications/Conditions of Employment:

- Bachelor's degree in information technology, Business Administration, a related field, or equivalent experience
- Minimum 4 years of experience working with IT teams in a coordination role
- In-depth knowledge of airline and airport processes / technology considered an asset
- Proven experience in IT procurement, project coordination, vendor management, and IT Service Management practices
- Exceptional communication and interpersonal skills
- Must be a Canadian citizen, Permanent Resident or show proof of right to work in Canada

How to Apply:

Quoting competition #4N24-042, please submit your resume and cover letter to the Human Resources Department:

Email: careers@flyairnorth.com

We wish to express our appreciation to all applicants for their interest in this position. Due to the substantial volume of applications, we receive, only qualified candidates selected for an interview will be contacted.

Air North is committed to employment equity and welcomes applications from diverse and underrepresented groups. If you require assistance and/or a reasonable accommodation during the application or recruiting process, please contact careers@flyairnorth.com.

Air North, Yukon's Airline has been serving Yukoners for over 40 years. We offer competitive wages, an attractive benefits package including great travel perks, and an enriching work environment for our 450+ employees.

