



IT Business Analyst

Canada's National Ballet School is currently inviting applications for the **full-time, permanent** position of **IT Business Analyst**.

We invite you to join the vibrant staff community of Canada's National Ballet School (NBS). NBS has 300+ *employees* supporting programs ranging from professional ballet training, community engagement, and ground-breaking health initiatives.

We are looking for a dynamic individual to join our IT team, with the talent, innovative-thinking and passion to help NBS continue to share the transformative power of dance with people of all ages, abilities, and aspirations. As an organization, NBS is continually evolving and we are looking for a professional with unique, new ideas to complement the School's collaborative work culture.

Under the direction of Director, Information Technology, The IT Business Analyst acts as a primary point of contact for database application support to understand the business needs of users and recommend solutions to address those needs. Specifically, the IT Business Analyst will address user inquiries, resolve user issues, and communicate solutions in a manner that is applicable to users with varying degrees of computer literacy. This position will support the objective of raising the level of competency across users and supporting the development of 'power users' within each functional area of NBS, by arranging for or providing application training related to NBS' database systems across all school departments and locations.

Major Duties and Responsibilities

- Continuously update your knowledge regarding the capabilities of the database software used by NBS so you can walk users through the steps to resolve basic issues, investigate solutions for more complex issues, and recognize when escalation to a higher level of support is appropriate.
- Maintains user records and access, informs users about changes to process, and advises relevant persons of actions taken.
- Act as the primary point of contact for issues, information requests, or other services with regards to NBS' Application databases.
- Promptly escalate complex or unresolved issues as appropriate.
- Communicate issues and software improvement suggestions to software providers.
- Maintain a high level of courteous customer service at all times.
- Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues.
- Contributes to creation and maintenance of support documentation.

Qualifications/Skills/Experience

- Post-secondary education in a related discipline with minimum 1-2 years of directly related experience;
- Experience with fundraising, financial, student information services, and/or learning management system databases (Blackbaud, ActiveNet, G-Suite, Counterpoint) would be an asset
- Experience with Crystal Reports and/or other report template systems
- Self-starter with intuitive problem-solving skills; ability to independently research multiple solutions;
- Must be able to work proficiently in an unsupervised manner.
- Strong verbal/written communication and problem-solving skills

- Able to work both independently and as part of a team
- Excellent customer service skills

Successful candidates must supply Canada's National Ballet School with a Police Reference Check in accordance with the School's Child Abuse/Sexual Abuse Prevention Policy; this will be coordinated through the Human Resources Department of NBS.

Join our team today! Please email your resume and cover letter **with salary expectations**, to careers@nbs-enb.ca and indicate "IT Business Analyst - 2022" in the subject line.

Consideration of applications will begin immediately and continue until the position is filled.

About NBS

NBS is the largest dance training organization in Canada. At NBS, excellence, access and inclusion fuel our belief in sharing the transformative power of dance to change lives for the better. For 60+ years, NBS has been Canada's leader for Olympic-calibre ballet training, with a track record for driving systemic, progressive change; evolving dance education significantly over time. Our pursuit of dynamic inclusion constantly reveals the life-changing impact of the power of dance. This is what drives our commitment to making dance a part of all Canadians' lives. NBS continues its focus on excellence in ballet training, while leveraging its artistic core to expand NBS' program offerings to engage more people than ever before.

To realize its mission, NBS strives to:

- Increase the relevance of the art of ballet in the lives of all Canadians
- Reflect a vision of leadership that touches more communities, more partners and greater breadth and depth of talent than ever before
- Address the need to bring new faces to ballet – as prospective professional students and as future enthusiasts for the art form – embracing and nurturing a more diverse spectrum of children and youth to participate in dance and explore training at the highest level
- Deliver the broadest range of impactful, evidence-informed community dance programs of any ballet school in the world

NBS is committed to the goal of being an equity-informed school. We invest heavily in work and practices that foster positive change internally while driving a progressive evolution in the wider sector. We recognize our responsibility as Canada's largest arts training organization and one of its oldest, to address anti-Black racism, reconciliation with Indigenous peoples and systemic oppression in Canadian society. Building an inclusive sense of belonging at NBS for every dancer and employee is the School's primary imperative

At NBS, we can offer you the chance to build a rewarding and fulfilling career. This is a place where you can realize and achieve your professional goals within a supportive and respectful environment. Collaborating with talented artists and colleagues on deeply satisfying and rewarding work, every employee has the opportunity to make a profound impact on our organization and on society.

At NBS we are committed to making our organization stronger by engaging individuals with a wide range of experiences, backgrounds and abilities. When you join us, you will be a part of an organization built on respect, creativity and a shared sense of purpose.

NBS is committed to building a remarkable and talented workforce that is reflective of the diversity in the City of Toronto. We strongly encourage applications from all qualified individuals, especially welcoming those with diverse intersectional identities who can provide different perspectives and contribute to the further diversification of ideas.

We are committed to inclusive and accessible employment practices. Should you require accommodation at any stage of the recruitment process, we ask you to please make your needs/requirements known.