

Business Systems Administrator - Job Description

General job information

Division:	People & Culture	Job Number:	CS-09
Job Title:	Business Systems Administrator		
Department:	CUPE 504.2	Reports to:	Director of People & Culture
Supervisory:	No	Pay Grade/Band:	H

Job Summary

Reporting to the Director of People and Culture, the Business Systems Administrator is responsible for maintaining, analyzing, and optimizing PHC's business systems and data. This role ensures accurate, secure, and efficient operation of business systems, supports process improvement initiatives, and provides actionable insights for operational and strategic decision-making.

The Business Systems Administrator is responsible for implementing PHC's data strategy as well as developing and preparing reports and ensuring the availability of timely and accurate dashboards to inform business decisions.

The role liaises with PHC's IT shared services provider to ensure the stability, security, and efficiency of the organization's IT infrastructure. This position requires a high level of engagement and collaboration across the organization to understand, access, document and make recommendations for the overall performance of PHC's business solutions and operating systems.

The role is responsible for overseeing the lifecycle management of staff-issued technology devices, and related equipment. This includes establishing standards and protocols for device provisioning, configuration, security, replacement, and decommissioning.

Main Responsibilities

Business Systems Coordination

1. Serve as the internal expert for PHC's business systems, actively monitors the systems' performance to meet business goals and ensure alignment with organizational priorities, policies, and risk requirements.
2. First of contact for issue resolution and liaises with the business solution vendor for resolution.
3. As the technical expert for business solutions, supporting internal users by providing training, coaching and guidance on the overall functionality of the system and promoting consistent, standardized use across the organization.
4. Coordinates system configuration, testing, and rollout of system updates, enhancements, and new applications.
5. Participates in beta testing as required to support future enhancements and assesses business impacts prior to implementation.
6. Maintain and update as required, detailed system documentation, including standard operating procedures, workflows, process maps, and user guides.
7. Ongoing evaluation of the business solution and recommend solutions to improve efficiency and alignment to achieve operational goals.
8. Implement and maintain user security menus to support the privacy and confidentiality of data based on user groups and organizational access protocols.

Data Management & Analysis

1. Support the implementation of PHC's data strategy by developing and/or recommending systems to support the collection and validation of accurate data across all business portfolios.
 2. Develop and maintain data management documentation, including data definitions and standard operating procedures.
 3. Monitor and audit data quality to ensure accuracy, completeness, and compliance with data definitions and standards and identify corrective actions where required.
 4. Develop and implement required dashboards to support informed decision making.
 5. Support the monitoring of PHC's Strategic Plan by updating the implementation roadmap and preparing the KPI dashboards.
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Process Improvement

1. Evaluate all system operations and identify opportunities to streamline workflows and optimize system usage across divisions. Develop workflow maps to standardized key processes to improve efficiency.
2. Recommend opportunities to increase automation, integration, and system optimization initiatives.

Systems Administration Duties

1. Manage user accounts, access permissions, and security roles across all business systems.
2. Monitor system performance, troubleshoot errors, and escalate technical issues as needed.
3. Liaise with PHC's IT Shared Service to trouble shoot and escalate end user issues as required, as well as purchase and deploy hardware (laptops, cell phones), including coordinating onboarding and offboarding device requirements.
4. Ensure compliance with security protocols, access directives, and regulatory requirements.
5. Provide first-line technical support for system users, including training and guidance on functionality.
6. Oversee the lifecycle management of staff-issued technology devices, including inventory tracking, standardization, replacement planning, and decommissioning.

Stakeholder Support & Collaboration

1. Collaborate with operational teams to understand system and data requirements and translate business needs into system solutions.
 2. Provide guidance and training to staff on system usage, reporting, and data entry best practices.
 3. Communicate effectively with both technical and non-technical stakeholders.
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Project Management Support

1. Leads in the planning, tracking, and delivering system or data-related projects from initiation through implementation.
2. Monitor project milestones, document progress, and escalate issues as needed.
3. Support cross-functional initiatives to ensure timely completion and alignment with organizational goals and system standards.

Required Qualifications:

1. Knowledge

- University Degree in a related computer discipline along with formal business training, or the equivalent combination of education and work experience.
- Project Management processes, including planning execution, monitoring and reporting.
- Demonstrated working knowledge of MS Office software and other applications/platforms such as relational database systems, computerized workflow management systems, Sharepoint and Analytics Tools (e.g. Tableau, PowerBI).
- Working knowledge of process improvement tools (ie: LEAN, Six Sigma, Kaizen) to drive operational improvements.
- Knowledge of enterprise business systems administration, including system configuration, user access roles, security roles, data governance, and lifecycle best practises.
- Knowledge of change management principles as they relate to system upgrades, configuration changes, and enterprise-wide implementations.

2. Experience

- A minimum of 7 years' experience in providing project/business solution implementation analysis and support in data management systems, data integrity and security and privacy.
 - Demonstrated experience acting as a system lead administrator for enterprise business systems.
 - Prior experience creating and maintaining process documentation, standard
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operating procedures and system workflow diagrams.

- Experience supporting organization-wide system adoption, including training, and post-implementation stabilization.
- Experience leading project teams and collaborating with stakeholders to map business process, identify gaps or inefficiencies, redesign processes, implement changes and measures outcomes.
- Experience coordinating with external vendors and service providers to resolve complex system issues and implement enhancements.
- Experience building and maintaining data models, metrics, dashboards and KPI's.
- Experience supporting, configuring, or troubleshooting IT systems and applications.
- Experience assessing and mitigating system-related risks, including data integrity, access controls, and business continuity.

3. Judgement

- Assesses business processes and system workflows to identify inefficiencies or risks.
 - Selects appropriate tools and methods to resolve technical and operational issues,
 - Evaluates competing priorities and system demands to balance operational stability with innovation and improvement.
 - Evaluates system changes, enhancements, and integrations with consideration for feasibility and impact, anticipating impacts of system decisions on finance, operations, service delivery, reporting, and compliance.
 - Understands data implications when recommending process, configuration, or workflow adjustments.
 - Exercises sound judgment when communicating with technical and non-technical stakeholders.
 - Identifies potential risks in data, processes, or systems and recommends appropriate mitigation strategies.
 - Exercises independent judgment in making system configuration, access, and integration decisions that have organization-wide impact.
 - Makes decisions in environments where incomplete information, competing stakeholder needs, or time sensitivity are present.
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4. Concentration

- Work often involves prolonged periods of focused analysis, requiring the ability to manage detailed tasks with precision and minimal errors.
- Requires the ability to remain attentive and methodical when handling confidential information, performing root-cause analysis, or evaluating process impacts.

5. Physical Activity

- Primarily a sedentary role; requires prolonged periods of sitting and working at a computer.
- Occasional light physical activity, such as moving office equipment, filing documents, or setting up hardware.
- Occasional travel within office sites to install, maintain, or troubleshoot hardware or network devices requiring a valid driver's licence and access to an appropriately insured vehicle.

6. Dexterity

- Requires fine motor skills and hand-eye coordination for extended computer use, including typing, data entry, and navigating software systems.

7. Accountability

- Responsible for ensuring the business systems remain functional and up to date by performing routine configuration tasks, managing user access, and coordinating timely issue resolution.
- Ensures system access, data handling, and documentation comply with organizational policies and regulatory requirements.
- Identifies opportunities to improve system workflows or data processes and implements enhancements that increase efficiency and consistency.

8. Safety of Others

- Limited responsibility for safety of others.

9. Leadership of Others

- No direct supervision of others.
- Acts a subject matter expert and resource to cross-functional teams.
- Leads project teams, coordinating tasks and timelines.
- Supports development through coaching, training and knowledge sharing.

10. Contacts

- Regularly interacts with all internal employees of PHC.
- Acts as the liaison with PHC's shared services for IT Services.
- Interacts with external contracts such as the business system vendor, colleagues at other Housing Corporations and contractors for systems related servicing.

11. Environmental Hazards

- Minimal exposure to environmental hazards and regular duties are performed in a standard office environment.
- Prolonged sitting, technology use and repetitive movements.

12. Other

- Satisfactory Police Records Check

Confidentiality

All employees are required to sign and abide by Employee Confidentiality and Code of Conduct and Ethics Values.

Accommodation

Accommodation requests will be reviewed on an individual basis in compliance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) and any other Federal or Provincial legislation.

Disclaimer

The statements contained in this job description reflect the general details necessary to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.