CPA CHARTERED PROFESSIONAL ACCOUNTANTS WESTERN SCHOOL OF BUSINESS

JOB DESCRIPTION

TITLE	NAME
Senior Business Analyst, Examinations Technology	Vacant

CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
KF 15 (Adj)	Exam Provider	CPA Professional Examinations

REPORTS TO (POSITION): Senior Manager, Examinations Technology

PURPOSE:

The Senior Business Analyst, Examinations Technology is responsible for leading complex business analysis, defining functional and non-functional requirements, coordinating functional business testing, operational reporting and continuous improvement activities across examination technology systems and processes. The role serves as a key link between business stakeholders and technology teams, leading the analysis of business needs, processes, data flows and system dependencies to ensure technology requirements and solutions align with operational needs.

The Senior Business Analyst works closely with regional teams, business stakeholders, internal technology teams and vendors to coordinate business testing, investigate complex operational issues, support issue resolution and identify opportunities for technology and process improvements across examination development, scheduling, delivery, marking, results reporting and candidate feedback.

The role provides comprehensive analysis, recommendations and consolidated reporting to support technology readiness and improvement decisions and escalates material risks and issues to the Senior Manager, Examinations Technology.

RESPONSIBILITIES and ACTIVITIES:

Responsibility 1: Examination-Day Issue Management and Post-Exam Reporting

- Actively monitor and consolidate examination-day incidents and issues reported by Regions, examination delivery, examination administration, technology teams and vendors; validate key facts, candidate impacts, status and supporting evidence for operational analysis and reporting.
- Analyze incident information to distinguish technical system defects, people or training issues, and process or procedural gaps; identify trends, potential root causes and items requiring remediation or continuous improvement.
- Gather and reconcile post-exam inputs from Regions, Examination Delivery, Examination Administration, technology teams, and vendors; facilitate post-exam review sessions to confirm incidents, candidate impacts, findings, lessons learned and follow up actions.
- Work with the Marking group and applicable stakeholders to reconcile candidate totals, examination results, marking issues, defects, and data discrepancies; consolidate examination session data and annual totals for post-exam and executive reporting.
- Prepare consolidated post-exam analysis and reporting, including incident classifications, trends, candidate impacts, technical findings, remediation recommendations, and outstanding issues.
- Maintain the consolidated issue log and incident records across examination sessions, including issue classifications, candidate impacts, trends, corrective actions, and resolution status.

Responsibility 2: Delivery UAT and Business Acceptance Coordination

- Lead the development, review, and maintenance of business UAT test cases and scenarios, coordinating stakeholder input, expected results, coverage, acceptance criteria and traceability to approved requirements.
- Coordinate regional participation in examination delivery UAT within the established schedule, including requesting and confirming regional testing resources, coordinating laptop distribution with the responsible teams, preparing tester instructions and supporting test execution.
- Consolidate and analyze UAT execution results, test coverage, defects, retesting outcomes and outstanding business acceptance findings; prepare supporting evidence, recommendations and follow up actions for technology readiness and regional business acceptance.
- Perform candidate-path testing and coordinate cross-system testing and defect follow up with business stakeholders, technology teams and vendors to validate system handoffs, data flows and expected results against approved business requirements; document findings and track identified issues through resolution and retesting.

Responsibility 3: Business Analysis, Requirements and Cross-System Readiness

- Independently lead complex business analysis with business stakeholders, Regions, technology teams and vendors to translate operational needs into complete, accurate and actionable technology requirements.
- Define, document and validate functional and non-functional requirements, business rules, process and data flows, system interfaces, integration dependencies and acceptance criteria; maintain requirements traceability and facilitate resolution of conflicting requirements.
- Analyze business processes, data quality, system functionality and handoffs across examination development, scheduling, delivery, marking, practice tests, results reporting and candidate feedback; identify gaps, risks and cross-system impacts.
- Lead requirements workshops and functional solution reviews, evaluate proposed designs against business needs and coordinate clarification and business validation with stakeholders and technology providers.
- Coordinate business analysis and functional readiness activities for marking and practice test technologies with business stakeholders and vendors, including system dependencies, testing evidence, defect follow up and business acceptance support.
- Analyze cross-system data exchanges, reconciliation processes and candidate feedback requirements to identify gaps, validate alignment with business needs and recommend improvements to data accuracy, system integration and operational processes.

Responsibility 4: Continuous Improvement and Technology Enhancements

- Identify improvement opportunities from classified incidents, post-exam review findings, stakeholder feedback, testing outcomes and recurring process or data issues; conduct impact assessments and recommend practical improvements.
- Investigate recurring defects and process or data gaps not resolved through immediate operational follow-up; assess business impacts and practical remediation options, distinguishing technology changes from training and procedural improvements.
- Coordinate business analysis, functional testing and validation activities for scheduled system upgrades, releases and approved enhancements, including requirements clarification, defect follow up, implementation support and operational handover.
- Validate approved enhancements against documented functional and non-functional requirements and acceptance criteria, confirming that changes meet agreed business requirements and maintain alignment across affected processes, data and systems.
- Perform functional analysis to support the evaluation of new technology solutions, enhancements, vendor proposals and RFP activities, including requirements definition, solution demonstrations, business process and data assessments, functional testing and documented recommendations.

- Conduct post implementation benefits realization assessments, document outstanding issues and lessons learned, and recommend further improvements or corrective actions as required.
- Perform other duties and projects as may be assigned.

KNOWLEDGE and EXPERIENCE:

- Degree or diploma in business analysis, information systems, business administration or related field; equivalent experience may be considered.
- Minimum 5 years of progressive business analysis experience, including independently leading complex requirements analysis, business process improvement and cross-functional technology initiatives involving integrated systems, business stakeholders and third-party vendors.
- Demonstrated ability to independently lead complex requirements definition and validation, business process and data-flow analysis, cross-system impact assessments, acceptance criteria and stakeholder facilitation.
- Experience coordinating functional business UAT, analyzing operational incidents, facilitating post-exam reviews and consolidating cross-functional reporting and improvement recommendations.
- Experience with solution evaluation, vendor changes, RFPs or implementation planning is an asset.
- Examination, marking, practice test or other high-stakes assessment technology experience is an asset.
- Proficiency in English and French is an asset.

SKILLS and ABILITIES:

- Advanced analytical judgment, independent problem solving and ability to investigate complex operational and cross-system issues and develop evidence-based recommendations.
- Ability to independently facilitate complex cross-functional analysis, manage conflicting requirements and communicate trade-offs to senior stakeholders.
- Strong skills in functional and non-functional requirements, requirements quality and traceability, functional business testing coordination, cross-system process and data alignment, incident analysis and consolidated reporting.
- Strong stakeholder engagement, negotiation and influencing skills, with the ability to facilitate requirements decisions and resolve issues across business teams and external vendors.
- Strong written communication, clear consolidated reporting for management and executive audiences, prioritization and ability to coordinate competing activities within established examination schedules.

WORKING CONDITIONS:

- The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada.
- Occasional travel may be required to CPAWSB offices, examination locations or other locations as operational needs require.
- Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak examination periods.

SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.

INCUMBENT SIGNATURE: I certify that I have read and understood the responsibilities assigned to this position.

Click here to enter text. **Name**	**Signature**	Click here to enter text. **Date**

SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.

Click here to enter text. **Name**	**Signature**	Click here to enter text. **Date**