

JOB OPPORTUNITY

Position Title: Business Analyst & Quality Assurance Specialist

Position Type: Regular/Full-Time – *OPSEU represented*

Location: Mississauga, ON

Job Band: 7

Salary Range: \$33.83 to \$41.64/hour

Hours of work: 36.25 hours/week

Reporting to: Supervisor, Solutions Architect

This posting is applicable to: Internal/External Applicants

Skilled Trades Ontario (STO) is a Crown agency responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **Issuing Certificates of Qualification** in all trades with certifying exams.
- **Renewing Certificates of Qualification** in compulsory trades.
- **Maintaining a Public Register** of people authorized to work in compulsory trades.
- **Researching** apprenticeships and the trades.

The Business Analyst & Quality Assurance (BA/QA) Specialist is responsible for analyzing business processes, gathering and documenting requirements, liaise with the development team to ensure the delivery of high-quality technology solutions. This role bridges business needs and technical implementation by performing requirements analysis, test planning, test execution, and validation of system enhancements and new applications. The BA/QA Specialist collaborates closely with stakeholders, project teams, project managers and vendors to ensure that solutions meet business objectives, quality standards, and operational readiness.

Responsibilities:

- Conduct business needs assessments and translate requirements into clear, concise documentation.
- Develop and maintain business process models, workflows, use cases, and user stories.
- Facilitate requirements gathering sessions with stakeholders and SMEs.
- Analyze system changes and assess business impacts and dependencies.
- Develop QA plans including test strategies, test cases, scripts, and data sets.
- Perform functional, regression, integration, and user acceptance testing.
- Track and document defects; coordinate resolution with technical teams.
- Support system implementations, including test execution, training materials, and user support.
- Collaborate closely with project managers, developers, architects and operational teams.
- Contribute to continuous improvement of processes, documentation standards, and testing methodologies.

Qualifications:

- Bachelor's degree in information systems, Computer Science, Business, or equivalent experience.
- 3–5 years of experience in Business Analysis and/or Quality Assurance roles.
- Professional certifications (CBAP, CCBA, ECBA, ISTQB) considered an asset.

Knowledge of:

- SDLC methodologies (Agile, Waterfall, Hybrid).
- Business process design and workflow mapping.
- QA methodologies, defect lifecycle management, and test automation fundamentals.
- Enterprise applications relevant to your organization (e.g., ERP, CRM, HRIS).

Skills Include:

- Strong analytical and problem-solving skills.
- Proficiency in requirements documentation (BRD, FRD, user stories, acceptance criteria).
- Experience with QA tools (e.g., Azure DevOps, Jira, TestRail, Selenium).
- Excellent communication skills—both written and verbal.
- Ability to manage multiple priorities in a dynamic environment.
- Strong attention to detail and quality.

What STO Offers:

- Work-life balance
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

How to Apply: Please submit your application **by September 18, 2026** to ADP via the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclid=19000101_000001&lang=en_CA&jobId=9202030187616_1&source=EN

Our Recruitment Process Includes:

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

We thank all applicants for their interest and will only contact those whose skills, knowledge, and experience most closely match the requirements of the position.

Skilled Trades Ontario embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.