**Business Analyst - Temporary Full-Time – Information Management**

**Location**: Bayview Campus + flexibility to work-from-home

**Classification**: Temporary Full-time – 1 year starting September 2025

Sunnybrook Health Sciences Centre is a nationally leading and internationally recognized academic health care centre based at several sites in the Greater Toronto Area (GTA). Our team delivers expert, compassionate care to patients from across Ontario; wide ranging and sometimes unique education to thousands of learners each year; and research and implementation of innovations that invent the future of health care. Since our first patient in 1946, Sunnybrook has evolved and expanded to become a network of integrated sites and campuses representing the full continuum of care including pre-hospital, acute, and post-acute and key specialty services for Ontario.

**Role Overview**

We are seeking a skilled Business Analyst to work within the Information Management (IM) team, supporting work on our existing research data infrastructure, as well as activities relating to implementation of a new Hospital Information System (HIS). Additional project work will include evolution of an Artificial Intelligence (AI) project intake and evaluation process. The ideal candidate will have strong knowledge of healthcare data systems, processes, and governance structures, and bring an interest in the application of artificial intelligence in healthcare.

This role will be responsible for gathering and documenting business requirements, analyzing current workflows, supporting process design, and ensuring that both clinical and operational needs are addressed in health technology projects. A key part of this role will be helping establish a structured intake process for proposed AI initiatives to ensure they align with organizational priorities, data governance standards, and ethical principles. The analyst will work closely with stakeholders from across the organization, including clinicians, administrators, IT professionals, and data teams.

**Responsibilities**

* Collaborate with clinical, operational, administrative, and technical stakeholders to gather and document business and workflow requirements.
* Analyze current-state processes and systems to identify gaps, inefficiencies, and opportunities for improvement through digital and data-enabled solutions.
* Develop use cases, process maps, and detailed documentation to support solution design and implementation planning.
* Support the development and operationalization of an AI project intake and review process, including intake forms, prioritization criteria, and governance workflows.
* Support impact assessments related to new digital tools, identifying where workflow changes, training, or policy adjustments may be required.
* Assist in data mapping, validation, and planning activities to ensure data quality, integrity, and alignment with governance standards.
* Participate in testing, change management, and go-live support for new tools and processes.
* Contribute to the development of training materials and communication plans.
* Maintain documentation such as requirements logs, project tracking tools, meeting notes, and stakeholder updates.
* Ensure project alignment with IM and PMO policies and methodologies, supporting guidelines, standards and best practices. Identify areas for improvement and lead in the implementation of related initiatives.
* Conduct research and make recommendations regarding IM Program operations.
* Work in close collaboration with the IM development team.

**Qualifications & Experience**

* Bachelor’s degree in Health Informatics, Health Administration, Business, Information Technology, or a related field
* 5+ years of experience as a Business Analyst in healthcare IT
* Experience with healthcare data systems, governance frameworks, and regulatory requirements
* Exposure to or involvement with AI or data science projects, particularly those leveraging hospital data or clinical workflows
* Experience working on large, multi-site HIS or digital health projects involving both clinical and non-clinical domains

**Skills & Abilities**

* Strong analytical and problem-solving skills, with the ability to understand and document complex workflows and translate them into actionable requirements
* Familiarity with AI and machine learning concepts and their application in healthcare, such as decision support, predictive analytics, or natural language processing
* Awareness of the ethical, governance, and privacy considerations related to AI in healthcare
* Effective written and verbal communication skills, including the ability to clearly present technical information to diverse stakeholders.
* Comfortable working in cross-functional teams with clinicians, administrators, data scientists, and IT professionals.
* Proficiency with common business analysis tools such as Microsoft Visio, Excel, Word, and project/task management platforms (e.g., JIRA)
* Strong organizational skills, with attention to detail and the ability to manage multiple priorities

**Preferred Qualifications**

* Experience with HIS/EHR systems (e.g., Oracle Health/Cerner) is highly desirable.
* Certification in Business Analysis (CBAP, CCBA) or PMP/CAPM certification considered an asset.
* Knowledge and/or experience with reporting and BI tools (e.g. Microsoft Power BI, SSRS, etc.) as well as relational databases (MS SQL Server, Oracle, etc.)
* Working knowledge of REDCap in a clinical research environment
* Familiarity with data governance, quality frameworks, and clinical informatics principles
* Previous experience contributing to or managing an AI project intake, prioritization, or governance process is highly desirable