



Job Posting

Position: Senior SAP Business Analyst (Supply Chain)
Department: ITS Business Solutions
Reports to: Manager, Applications Management
Location: Downtown Toronto
Status: Full Time
Posting: PL_957

Plexxus is a not-for-profit shared services organization which provides value added services to its Member and Customer hospitals.

Plexxus provides Logistics (Distribution, In-Hospital Logistics, Purchasing, Product Support, Accounts Payable), Strategic (Sourcing, Spend Management, Supplier Management, Contract Management, Innovation & Strategic Partnerships) and Support and Enablement (Information Technology, Data Governance & Management, Customer Relationship Management, Corporate (Human Resources, Finance), Customer Support services.

VISION: Plexxus is the leading shared service organization in Canadian healthcare.

MISSION: Plexxus relentlessly delivers value to its Members and Customers through service excellence.

VALUES: Excellence, Responsive, Accountable, Collaborative

Plexxus serves a diverse group of hospitals consisting of specialty, community based, academic and research hospitals. Plexxus Member hospitals include: Holland Bloorview Kids Rehabilitation Hospital, Lakeridge Health, North York General, Sinai Health, St. Joseph's Health Centre, Scarborough Health Network, Sunnybrook Health Sciences Centre, Michael Garron Hospital, University Health Network, and Women's College Hospital. Plexxus Customer hospitals include: Campbellford Memorial Hospital, Haliburton Highlands Health Services, Mackenzie Health, Markham Stouffville Hospital, Northumberland Hills Hospital, Peterborough Regional Health Centre, Ross Memorial Hospital, Royal Victoria Regional Health Centre, Southlake Regional Health Centre, and Stevenson Memorial Hospital.

Business Solutions is part of the Plexxus ITS (Integrated Technology Solution) Ongoing Support Services, which is responsible for operating a large scale, high availability, SAP environment which first went live in November 2011, delivering customer service and support to 8,000 users. This position will play a senior role within the ITS Ongoing Support Services team by identifying, managing, and delivering superior business solutions to its customers.

The Senior Business Analyst will work with business and IT teams, and with service delivery partners, to identify and deliver business solution improvements that bring value to Plexxus and its customers.

Considerable experience in a fast-paced, dynamic environment, with demonstrated high degree of project ownership and accountability is required. Breadth and depth of knowledge across the following areas: SAP ECC and S/4HANA(MM/IM, SD), Ariba (Sourcing, Contract Management, Buying, Supplier Mgmt., Network), SRM/MDM or Ariba Buying and Invoicing plus integration with other applications/modules (EWM, FI/CO, MI, PI, BW/BI, HANA, SCP, SAC)

As an IT team, we strive to provide the highest level of business value, technical support, and customer service for our internal and external customers. Infrastructure, application management, and development has been outsourced to third parties; therefore, partner relationships are an important aspect of this role.



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Accountabilities:

- Facilitate the implementation and support of business systems, SAP modules, and integrated solutions to enhance the business functionality and overall performance for our Hospitals and Plexxus, while maintaining a high degree of customer satisfaction
- Provide senior level business analysis, solution delivery, and project management including business case development, scoping, planning, scheduling, resource planning, risk assessment, testing, change management, budgets, and value measurement
- Produce high quality deliverables including business requirements, project plans, test plans, test scenarios/cases, functional designs, knowledge transfer materials, etc., as well as blueprints and project charters where appropriate
- Track, monitor, and communicate project and enhancement progress and status against the project plan, requirements, quality measures, standard processes, and milestones
- Provide insight and guidance regarding business and systems rationale for planned and actual changes
- Provide quality assurance of documentation, testing, configuration and development completed by third parties
- Collaborate with Plexxus, Hospitals, and third-party business and technical teams
- Utilize industry experience and benchmarks to evaluate the effectiveness of methodologies applied during the application delivery process
- Maintain comprehensive documentation of changes, for audit and legal compliance
- Participate and contribute to strategic and functional excellence initiatives identified within the IT department
- Participate in and support the effective operation of board-approved IT Governance
- Follow and improve Plexxus policies, procedures, methodologies, and standards to ensure effective planning and delivery of ITS services, management of vendors and customers, and maintenance of the 'one build' concept in the shared services environment.
- Maintain the tools and repositories of IT knowledge materials for efficient and effective operation and utilization.

Qualifications:

- 12+ years (preferred) of related business applications management experience within an SAP environments, integration, and deployments, etc.
- Experience working in source-to-pay, and supply chain functionality (business processes and system processing) in SAP ECC, S/4 HANA, SRM, Ariba, Concur and other non-SAP tools (e.g. COUPA)
- University degree or College diploma or equivalent experience
- SAP certification in S/4HANA, Ariba, ECC is desirable
- Proven experience with SAP ECC (MM, IM, SD), Ariba Buying, Invoice Management, Catalogue Management configuration
- Demonstrated experience in taking initiatives and driving results.
- High-quality written, verbal and interpersonal skills along with an attention to detail, including the ability to prepare and deliver process documentation and specifications.
- Demonstrated commitment to exceptional customer service



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- Ability to work independently, setting goals and meeting timelines
- Proven experience managing delivery of projects.
- Workshop facilitation and meeting leadership experience, including provision of appropriate documentation.
- Experience working in successful third-party vendor relationships
- Strong analytical and program/project management skills
- Experience working in supply chain organizations in a non-public sector is preferred and experience working in healthcare would be an asset

Core Competencies:

- **Building Relationships** - The ability to build and leverage mutually beneficial relationships and networks with all internal and external stakeholders, based on integrity and trust
- **Planning** - Sets clear, realistic, and measurable goals; communicates these goals to assigned resources and sets priorities and time parameters to accomplish goals and/or projects; anticipates roadblocks and develops contingencies to redirect tasks so momentum is not lost; monitors results
- **Drive for Superior Results** - The ability to achieve superior results and growth through and with others on a continuous basis, with the passion to drive towards excellence
- **Decisive Judgment** - Makes good decisions in a timely and confident manner
- **Business Acumen** - Understands general business and financial concepts, especially the company's business, and uses both general and specific knowledge to be effective
- **Team Leadership** - Leads others effectively to accomplish team goals and objectives
- **Interpersonal Communication** - Communicates clearly and effectively with people inside and outside of the organization

Interested candidates please apply by resume to Plexxus Human Resources at careers@plexxus.ca. While Plexxus thanks all applicants, we advise only those who qualify for an interview will be contacted.

Plexxus is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Applicants who are selected for an interview are advised that accommodations are available upon request in relation to the materials or processes used in the selection process.