

Senior Business Continuity Analyst



Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Wellness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Work from home stipend
- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Wellness account for gym memberships, exercise/sports equipment, mental health apps, and more

Location:

Downtown Toronto

Reports to:

Department:

Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.

The Opportunity

Fundserv is embarking on a multi-year, multi-million dollar technology transformation program that focuses on currency, resiliency, security and agility. This ambitious transformation will completely redesign every façade of Fundserv's platform. We follow the Agile methodology principles, the collaborative practices of DevSecOps and will be leveraging the latest technologies and tools, such as a hyper-converged infrastructure, software-defined network, cloud, containers and APIs, enabling Fundserv to serve the industry better, and adapt to this ever-changing technology and investment landscape.

The Business Continuity Management (BCM) Program ensures a governance framework, consistent with business and regulatory requirements for Business Continuity Management, is developed, maintained, adhered to, and can respond to issues and adverse events, both operational and non-operational, that could pose a threat to the organization's employees, operations, objectives, finances, the business, assets, reputation and/or future, to manage such situations, and to resume normal operations.

The Business Continuity Analyst acts as the BCM subject matter expert and contributes to BCM success by leading the planning, development, implementation, and maintenance of Fundserv's Business Continuity capabilities. The role ensures Business Continuity Management compliance with internal/external policies and guidelines and assists in providing frequent and consistent status reporting.

The Business Continuity Analyst will have an in-depth understanding of business continuity, crisis management, emergency management and their governance frameworks with strong knowledge of best practices and protocols, and operational risk management.

In this role, you will:

- Lead and contribute to the development and maintenance of the enterprise-wide business continuity, crisis, and emergency management policies, plans, standards, and guidelines
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- Facilitate business impact analysis and development of associated continuity strategies across various business and IT groups
- Support the review and update of departmental continuity plans
- Contribute to disaster recovery and cybersecurity related plans and annual exercises in partnership with IT and Security
- Promote a positive risk management and operational resilience culture and support BCM education / training initiatives
- Contribute to establishing and maintaining program processes and practices which effectively ensure that the enterprise program remains current and incorporates/aligns with industry standards and practices as appropriate, and adequately covers general regulatory requirements
- Contribute to BCM's risk assessment to define/evaluate the business continuity risk landscape
- Work with stakeholders to organize and contribute to the development and facilitation of annual and quarterly business continuity and crisis management exercises
- Perform BCM program effectiveness evaluation through monitoring, measurement, analysis, and evaluation of key processes.
- Contribute to BCM analyses, reports or presentations that outline BCM program health findings and recommendations.
- Contribute to BCM continual improvement through identification of non-conformity and corrective action plans
- Support and/or lead processes that support BCM governance requirements as part of the enterprise risk management framework
- Provide guidance and direction to internal teams to ensure their business continuity processes are in accordance with enterprise-wide business continuity management and/or emergency management program and quality standards
- Coordinate and support Fundserv's participation in external/industry driven business continuity management activities
- Oversee the maintenance of BCM department SharePoint site and key records
- Participates as business continuity subject matter expert in support of various other initiatives to achieve the risk management objectives
- Provide BCM recommendations, explanations, guidance on their functional area to other teams in the organization

Why YOU are the person we're looking for

- Post-secondary education in any discipline
- 5 years' experience in business continuity management, crisis management, emergency management in a 24/7 technology-based transaction processing environment and/or similar LOB environments/industry
- Relevant business continuity management certification (DRIL or BCI) is preferred
- In-depth knowledge of Business Continuity Management practices, protocols, and governance frameworks, including business continuity, crisis, and emergency management standards promoted by DRIL, BCI and ISO
- Strong knowledge of Emergency Management protocols, procedures, and regulations
- A strong understanding of operational risk and resilience, business process improvement methods as well as risk related control frameworks and practices (COCO, COSO, ISO, ITIL, CMM, COBIT, etc.)
- Outstanding written and verbal communication skills, with the ability to interact confidently and build relationships with people leaders and management
- Highly driven, autonomous, resilient team player with a strong work ethic and proven track record of delivery
- Deep interest, and drive to learn about the various lines of business
- Ability to analyze and process information and develop practical solutions
- Commitment to impartiality, ethics and integrity

If this sounds like you, apply today at hire@fundserv.com.