

JOB DESCRIPTION

JOB DETAILS

Job Title: Information Analyst

Job ID: IS2724

Classification: Information Systems R27

Classification Date:
(MM/DD/YYYY)

Branch: Business Services

Unit: TIS-Business Services

Reports to: Team Lead, Information Management

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Business Services branch provides enterprise services to support the execution of the 12|21 corporate strategic plan, and ongoing operations of pension administration services. The Branch delivers services to ensure information is compliant, protected, managed, governed, digital and accessible and useful to support evidence based strategic, tactical and operational decision making by a variety of internal and external stakeholders. This is accomplished by ensuring processes that transform data are measurable, appropriately controlled, consistent and transparent, efficient and secure. These outcomes are achieved through the delivery of services including product management, business process and information management services. Services are delivered through a multi-disciplinary team of professionals committed to leveraging process and information management practices to ensure the right information is available, to the right person, at the right time and is delivered using the most effective and efficient processes.

JOB SUMMARY

The Information Analyst provides information management (IM) analysis including privacy, records management, identity, and access management services. This position supports ongoing enterprise information management standards, practices and technology needs consistent with BC Pension Corporation information management strategy. The Information Analyst provides expert advice to senior staff and acts as a key contributor to multiple project teams.

JOB RESPONSIBILITIES

1. Conducts information management analysis, defining data and content requirements, developing taxonomies and supporting the records management group activities.
2. Enables delivery of multiple projects including facilitating meetings, defining objectives, priorities, timeline and resource requirements, and leading business professionals in defining work assignments.
3. Develops briefing notes, position papers, Privacy Impact Assessments, and presentations to clients, sponsors or business owners on detailed project proposals, and on emerging or overlapping issues in order to guide decision making.
4. Meets with project managers, sponsors and business owners to identify how information can be used more effectively to resolve business and/or organizational issues and collaboratively contributes to projects plans that will drive substantive change to existing systems, information and business processes.
5. Conducts investigations, assessments and monitoring related to information management compliance at the corporate level. Provides advice and guidance, including the identification of internal and external impacts and linkages in consultation with other information professionals. Processes FOI access requests in accordance with FOIPPA requirements. Contributes to the development of Information Sharing Agreements (ISA's) to further enhance and formalize protections for corporate information assets.
6. Conducts, leads and/or facilitates information needs assessments, identity access management assessments, data collection, and technology research, and analyzes options, risks, cost benefits and support requirements of various proposed solutions.
7. Facilitates meetings with management and staff to resolve issues concerned with proposed information/systems/program changes.
8. Leads the preparation of detailed business cases and project feasibility studies and provides recommendations through the BC Pension Corporation's internal planning and approval process.
9. Ensures client requirements and priorities are understood and met throughout the systems development life cycle (e.g. change management, problem resolution, acceptance testing, implementation, and post implementation reviews).
10. Manages business impact of information and systems changes, including leading the development and presentation of user training and educational materials, and leading client meetings to resolve problems related to process changes and linkages.

11. Contributes to the development of program and corporation business policies, procedures and guidelines.

EDUCATION

Degree/Diploma Obtained

Program of Study

• A degree or diploma in Library and Information Studies or a related discipline. An equivalent combination of related education, training and experience may be considered.

EXPERIENCE

Years of Experience

Type of Experience

- Three years of recent experience providing business and/or information analysis on information management projects.
 - Experience with information management and privacy legislation (FOIPPA).
- Preference may be given to applicants with one or more of the following:
- Experience with information/data governance;
 - Experience developing or administering information management programs;
 - Experience implementing information strategies;
 - Experience with information or data quality initiatives or metadata or taxonomy management; and
 - Information related designation.

KNOWLEDGE, SKILLS & ABILITIES

- Strong knowledge of information management processes and methodologies.
- Strong business writing skills.
- Knowledge of business process management, business requirement gathering, and development life cycle.
- Knowledge of change management processes and project management methodologies.
- Demonstrated analytical and problem-solving skills.
- Excellent interpersonal skills including written and verbal communication skills.
- Strong leadership skills that include innovation, facilitation and decision-making.
- Demonstrated ability to establish, maintain and promote relationships to meet project objectives, and influence outcomes.

CORE COMPETENCIES

Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
- Develops procedures and practices to ensure consistent service.
- Leads or participates in efforts to enhance service delivery systems and processes.
- Ensures consistency of service experience.

Accountability L2

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.

- Helps people improve performance to maximize results.
 - Holds people accountable for meeting established expectations.
 - Evaluates progress against established goals and objectives.
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Inspiring Trust L2

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
 - Demonstrates confidence in own abilities, views or decisions when challenged.
 - Provides skill, knowledge and talents to resolve complex issues.
 - Fosters trust by communicating consistent, reliable and accurate information.
 - Builds on others' ideas to develop support.
 - Helps others build confidence in themselves.
 - Recognizes the contributions and successes of others.
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Decision Making L2

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
 - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
 - Uses sound business sense to make decisions.
 - Considers risks when identifying or recommending options.
 - Provides context and rationale for decisions.
 - Provides information to others to support decision making on complex issues.
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Organizational Focus L2

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.