

JOB DESCRIPTION

JOB DETAILS

Job Title: Team Lead, Business Services

Job ID: IS3035

Classification: Information Systems R30

Classification Date:
(MM/DD/YYYY)

Branch: Business Services

Unit:

Reports to: Assistant Director, Business Solutions

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 Team Lead, Business Services leads the provision of business analysis/business systems analysis/technical writing/consulting services and plans ongoing business and technology needs consistent with the Corporation's strategic plans and system standards. This position functions as a senior level specialist, directing strategies and standards to be followed by other Business Services staff.

This role works closely and collaboratively with other Corporation staff, stakeholders, management and other project team members and plays a key role in aligning the needs of the business with the capabilities of information technology.

This role requires a collaborative leader and strong communicator with excellent analytical, problem solving & decision making skills who is able to lead and supervise a mid-to-large team of professionals.

JOB RESPONSIBILITIES

- Supervises a mid-to-large size team composed of business analysts, business system analysts and/or technical writers.
- Assigns work, conducts performance plans and reviews, approves leaves, and addresses performance/behavioral issues for business unit.
- Manages talent attraction, development and retention.
- Provide coaching to staff in relation to their performance, career development, profession and associated methodology(ies). Lead and/or support the development of the business analyst, business system analyst and/or technical writing professions within the Pension Corporation such as development of career paths, training plans, onboarding materials and leading a community of practice and team meetings. Participate in methodology development, improvement and maintenance.
- Plans and manages multiple systems projects including chairing meetings, defining objectives, priorities, timelines and resource requirements and leading systems professionals within and outside the Corporation in defining work assignments.
- Meets with client stakeholders to discuss business or organizational issues and collaboratively establish plans and budgets that will involve reengineering of existing systems or development of new systems that will directly impact the Corporation's clients and external organizations.
- Conducts high level analysis of possible program/systems solutions including developing new concepts, identifying impacts and internal and external linkages, and consulting with internal and external systems professionals.
- Initiates and oversees business needs assessments, data collection, and research, and analyzes and assesses options, risks, cost benefits and support requirements of various proposed solutions.
- Facilitates meetings with management and staff to resolve issues concerned with proposed systems/program change.
- Leads the preparation of detailed business cases and project feasibility studies and provides recommendations through the Corporation's internal planning and approval process.
- Develops and delivers briefing notes, position papers and presentations to Corporation directors and executive on detailed project proposals, and emerging or overlapping issues to guide decision making.
- Ensures client requirements and priorities are understood and met throughout the systems development life cycle (e.g. peer review, change management, problem resolution, acceptance testing, implementation, and post implementation reviews).

- Develops contract specifications, negotiates the terms and advises on the selection of contractors.
- Monitors project progress, resolves issues, identifies conflicts for re-prioritization, prepares and monitors budgets and signs off deliverables as goods receiver.
- Manages business impact of 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.
- Advocates for the Corporation's business needs, and contributes to the development of Business Service methodologies, standards, knowledge management best practices, procedures and guidelines.
- Act as the primary interface between client business and Information and Technology Services staff.
- Other related duties.

EDUCATION

Degree/Diploma Obtained

Program of Study

- Post-secondary degree in computer science, information systems or related field. An equivalent combination of education, training and/or experience may be considered.

EXPERIENCE

Years of Experience

Type of Experience

- Five years of experience providing business analysis and/or business systems analysis for large front line service delivery organizations.
- Two years of recent experience supervising and leading a team of professionals/staff. Preference is to have experience in leading unionized employees.
- Experience leading large complex system projects.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent leadership and supervisory skills that include coaching, mentoring, change management and staff development.
- Thorough knowledge of business analysis and/or business systems analysis planning methodologies and standards.
- Excellent analytical, problem-solving and decision-making skills.
- Strong verbal and written communication skills, with the ability to adapt communication style for technical and non-technical audiences.
- Proactive and self-directed with excellent organizing, prioritization, planning and time management skills.
- Able to successfully manage multiple assignments at once.
- Able to establish, maintain and promote effective relationships with a variety of groups or individuals.
- Demonstrated ability to manage needs of multiple stakeholders through prioritization, negotiation and effective communications.
- Knowledge of change management processes and project management methodologies.
- Knowledge of business process management and modeling.
- In-depth knowledge in application development in the context of a variety of system development methodologies.

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 L3

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

- Ensures that developmental opportunities and resources are available to employees.
- Ensures adequate time is made available for staff development.
- Effectively utilizes the strengths and talents of others to achieve business results.
- Undertakes development opportunities to meet future organizational needs.
- Role models continuous learning.
- Identifies high potential individuals and provides them with targeted opportunities for growth.

Client Orientation L3

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

- Balances client needs with business realities.
 - Represents client needs to more senior management.
 - Provides advice on complex problems and initiatives.
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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.