BC PENSION CORPORATION

JOB DESCRIPTION

JOB DETAILS

Job Title:	Senior Business Systems Analyst (Technical Stream and Business Stream)	**Job ID:**	IS2732
Classification:	Information Systems R27	**Classification Date: (MM/DD/YYYY)**	
Branch:	Business Services	**Unit:**	TIS-Business Services
Reports to:	Team Lead, Business Services	**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 if 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 Senior Business Systems Analyst (Sr. BSA) provides business systems analysis services mapping the ongoing business and technology needs consistent with the Corporation's strategic plans and system standards. This position provides expert advice to staff, leads multiple projects, and works closely and collaboratively with other Corporation staff, stakeholders, management and other project team members. The Sr. BSA coaches and mentors business services staff and may lead a small-to-mid size team of Business Systems Analysts and/or Technical Writers.

JOB RESPONSIBILITIES

• Plans and delivers multiple systems projects including chairing meetings, defining objectives, priorities, timeline and resource requirements, and leading systems professionals in defining work assignments.
• Manages the design for enhancements and maintenance of mission critical systems by developing business and functional requirements/specifications and leading walkthroughs to ensuring the requirements and associated specifications address the business need.
• Meets with client stakeholders to identify how technology can be used more effectively to resolve business and/or organizational issues and collaboratively establishes strategic plans and budgets that will drive substantive change to existing systems and business processes.
• Conducts investigations of possible solutions including incorporating untested concepts, identifying internal and external impacts and linkages, and consulting with other systems professionals.
• Conducts business needs assessments, data collection, and technology research, and analyzes 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 changes.
• Leads the preparation of detailed business cases and project feasibility studies and provides recommendations through the Corporation's internal planning and approval process.
• Develops briefing notes, position papers, and presentations to clients and branch managers on detailed project proposals, and on emerging or overlapping issues in order to guide decision making.
• 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).
Develops contract specifications, negotiates the terms and advises on the selection of contractors.
• Monitors project progress, resolves technical and logistical issues, identifies conflicts for re-prioritization, prepares and monitors budgets and signs off deliverables as Qualified 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.
• Contributes to the development of program and BC Pension Corporation information technology policies, procedures and guidelines.
• Provides coaching to staff.
• May supervise a small-to-midsize team composed of business systems analysts and/or technical writers.
• May assign work, conduct/contribute to performance plans and reviews, approve leaves, and address performance/behavioral issues for business unit.
• May manage talent attraction, development and retention.
• 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

• Three years of experience leading business analysis and/or business system analysis on large scale business operations and/or high risk projects, including management of financial and human resources. Preference may be given to those with four years of experience leading business analysis and/or business system analysis on large scale business operations and/or high risk projects, including management of financial and human resources.
• Experience leading system projects within demanding timelines.
• Experience gathering and documenting business requirements and/or functional specifications.
• Demonstrated experience coaching and mentoring others. Preference may be given to those with two years of supervisory experience.

KNOWLEDGE, SKILLS & ABILITIES

• 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.
• Knowledge of change management processes and project management methodologies.
• Thorough knowledge of application design and development life cycle.
• Delivery of system enhancements and maintenance activities within demanding timelines

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.

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.

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.

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.