

JOB DESCRIPTION

JOB DETAILS

Job Title: Intermediate Business Systems Analyst
(Technical Stream and Business Stream)

Job ID: IS2427

Classification: Information Systems R24

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 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 Intermediate Business Systems Analyst (IBSA) provides business systems analysis services in support of the ongoing business and technology needs consistent with the Corporation's strategic plans and system standards. This position provides expert advice to staff and may lead multiple projects. The IBSA works closely and collaboratively with other Corporation staff, stakeholders, management and other project team members.

This position provides business analysis, systems design, technology planning and client support services using standard business analysis tools and methodology including the systems development life cycle. The IBSA also works on projects and business cases, which may be high risk and involve integrated custom applications and complex business processes.

JOB RESPONSIBILITIES

- Conducts joint technology planning sessions with client to identify, document and validate business needs requiring technological solutions.
- Researches and develops business cases including technological alternatives, cost benefit analysis, program area resources and policy/procedural enhancements.
- Supports clients with preparation and content of business cases.
- Translates business requirements/processes into technical specifications.
- Prepares feasibility studies, requirements analysis, information strategy plans and project proposals, within the Corporation's IT standards.
- Develops project plans, obtains commitment from all groups and recommends project plan to approval authority.
- Manages assigned financial resources including the preparation and monitoring of contracts and acting as Qualified Receiver for release of payment.
- Monitors and controls project progress and takes corrective actions when required.
- Provides work direction and performance feedback to staff assigned to projects.
- Ensures completion and/or completes technical reviews, quality assurance checks and post-implementation reviews.
- Ensures program logic and specifications are adhered to.
- Reviews project history, identifies potentially reusable systems components and finalizes project completion document for small to mid-size projects.
- Develops and implements procedures (i.e. naming conventions, data dictionary management, transaction definitions, testing/operational procedures, client training, etc.).
- Documents changes to systems and costs of producing new manuals, reports, etc.
- Provides advice to clients regarding problem resolution and support issues.
- Assists more senior staff by performing components of major mission critical projects.
- 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

- Two years of experience providing business analysis and/or business system analysis on large scale business operations and/or high risk projects.
- Experience leading complex enhancement and/or maintenance projects within demanding timelines.
- Experience gathering and documenting business requirements and/or functional specifications.
- Experience with developing database queries and/or developing advanced excel worksheets is preferred.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of business analysis and/or business systems analysis planning methodologies and standards.
- Knowledge of testing methodologies, with the ability to develop and execute test plans.
- Effective 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.
- Able to be proactive and self-directed with good 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.
- Knowledge of application design and development life cycle.
- Knowledge of pension and/or benefit administration, preferred.
- Able to deliver system enhancements and maintenance activities within demanding timelines.
- Able to collaborate effectively with technical staff with respect to the installation, configuration, maintenance and problem resolution of hardware, software, operating systems and network components.

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 L1

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

- Self-assesses against expectations and standards to identify own learning needs in the current position.
- Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
- Openly shares knowledge with other employees.
- Seeks to learn from other employees.
- Takes advantage of learning opportunities provided to meet job requirements.

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.
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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 L1

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

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.