

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Service Management Business Systems Analyst

**Job ID:** IS2415

**Classification:** Information Systems R24

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Information Technology Services

**Unit:** TIS-Service Mgmt

**Reports to:** Service Management Team Lead

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Information Technology Services branch (ITS) provides the IT services to the BC Pension Corporation including; Application Development & Maintenance, IT Security, Release, Deployment, Solution Design, IT Operations, and IT Service management (ITIL). Services are delivered from a team of dedicated contributors who provide ongoing support and services to facilitate the execution of the corporation's strategy. This is an excellent opportunity for those interested in working with a team of professionals who enjoy a challenging and rewarding environment.

### JOB SUMMARY

The Service Management Business Systems Analyst is a key member of the IT team that provides expert advice, support and technical expertise to business representatives and technical staff in managing the design, development and enhancement of Service Management systems and processes of the Pension Corporation. The Service Management Business Systems Analyst gathers business requirements, interprets them, develops and implements technical/functional specifications related to Service Management process, including Change Management, Incident Management, Request Management, Knowledge Management and Problem Management. The Service Management Business Systems Analyst will also rotate responsibility as the IT Change Manager, Problem Manager and Major Incident Coordinator.

### JOB RESPONSIBILITIES

1. Provides business analysis and systems design by:

- Working closely with client business representatives to understand and document business and technical requirements for new and existing systems;
- Evaluating business problems identified by client business representatives and gathering business requirements;
- Developing and proposing appropriate technical recommendations and solution options that meet client requirements;
- Developing technical and functional specifications and estimating resource requirements for the analysis, design, development and testing of technological solutions;
- For small and intermediate sized projects, developing project plans and participating in, or leading project teams in, application development or implementation projects to successful completion within timelines and budget constraints;
- Providing development teams with requirements and system specifications; and
- Preparing and maintaining related documentation.

2. Produces appropriate requirements specifications by:

- Analyzing trouble reports, developing problem resolutions and, where appropriate, developing system functional specifications;
- Analyzing, designing and programming system database queries to verify reported problems and determine problem impacts on the database; and
- Reviewing application solution requirements and developing appropriate infrastructure specification to support the efficient installations, implementations, and operations.

3. Under the guidance of the IT Continuous Services Improvement Lead, assists with the planning and coordination of application development projects by:

- Developing process and data models, layouts, specifications and data flow diagrams;
- Preparing project plans for larger projects, including schedules, time frames and resources availability;
- Defining test requirements and participating in testing and implementation processes;
- Leading client business representatives through structured walk-throughs and JAD sessions;
- Preparing status reports for milestone meetings; and

- Ensuring quality assurance for all deliverables is maintained.

4. As is occasionally required, when acting in the capacity of IT Continuous Services Improvement Lead, monitors performance of staff and contracted personnel by:

- Ensuring assigned tasks are completed according to schedule;
- Ensuring adherence to functional specifications, and system development and quality assurance standards;
- Identifying potentially re-useable system components and completing project completion documents;
- Managing and resolving issues regarding change management, standards and security; and
- Conducting post-implementation reviews.

5. Additional duties, as required, include:

- Representing the Branch at joint technology planning sessions with client business representatives;
- Supporting clients with the preparation and submission of business requirements;
- Assisting with the design, development, implementation and maintenance of sound systems procedures and practices; and
- Performing back up duties for other team members.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Bachelor's degree in Computer Science, Computer Engineering or Information Technology and (2) years of related experience in a service management analyst role, OR
- Diploma in Computer Science, Information Technology, or related discipline and (3) years of related experience in a service management analyst role, OR
- Certificate and (4) years of related experience in a service management analyst role, OR
- An equivalent combination of education, training and (5) years of related experience in a service management analyst role.
- ITIL Certification is strongly preferred.

## EXPERIENCE

### Years of Experience

### Type of Experience

- 2-5 years of related experience is required in a service management analyst role developing and implementing service management systems and processes.
- ServiceNow experience is strongly preferred.

## KNOWLEDGE, SKILLS & ABILITIES

The candidate must have a thorough understanding of:

- ITIL and Service Management processes;
- Systems development life cycle and methodology;
- Re-engineering concepts, processes and challenges;
- Requirements gathering, structured analysis and design; and
- Relational databases.

The candidate should demonstrate proficiency in:

- Process and data modeling;
- Reading and understanding data models;
- Specifying and reviewing test plans for IT;
- Estimating effort for software changes;
- Developing database queries;
- Understanding business needs and translating needs into system solutions and interpret those solutions to both users and system developers;
- Defining problems, designing solutions and developing appropriate processes; and
- Participating in systems enhancement and maintenance projects.

Knowledge and/or experience in the following are an asset:

- Project management methodology;
- The pension industry and pension plans; and
- Web applications.

## 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.

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### 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.

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### 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.

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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 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.