



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: ITS-Business Services

Reports to: Team Lead, Business Services

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

As part of the Information & Technology Services Division, Business Services Branch provides services to support the execution of the corporation's new strategic plan - Plan 20/30 and ongoing operations of pension administration services across the corporation. Branch services include the delivery of technology solutions, business process management, business analysis, system testing, technical writing, privacy, and information management. Services are delivered through a multi-disciplinary team of professionals who are experts in their field and deliver a high level of customer service.

JOB SUMMARY

The Intermediate Business Systems Analyst (IBSA) provides business analysis, systems design, technology planning and client support services to deliver business needs consistent with corporate strategic plans. As an analyst you will review, define, analyze, and evaluate business requirements and/or functional specifications; and translate into detailed technical requirements, user stories, user acceptance test plans, and/or user documentation. As a trusted advisor and partner to the business and technology leaders you will provide technical expertise, develop options and prepare recommendations of technology solutions for decision-makers. The IBSA develops strong relationships and works closely with other corporation staff, stakeholders, management and other project team members.

JOB RESPONSIBILITIES

- Facilitates workshops with clients and key stakeholders to identify, document, analyze, prioritize, and validate business requirements and/or functional requirements to deliver technology 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 User Acceptance test plans and/or operational procedures.
- 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.

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 recent experience providing business analysis in a team-oriented, collaborative environment.
- Recent experience performing business analysis in the identification, formulation and validation of integrated business requirements or functional specifications for medium-large business operations and/or complex systems projects.
- 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 user acceptance 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.

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.