

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Lead Application Analyst

**Job ID:** IS3042

**Classification:** Information Systems R30

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

**Branch:** Information Technology Service Operations

**Unit:** ITS-IT Operations

**Reports to:** Assistant Director, IT Operations

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Information Technology Service Operations branch (ITSO) provides the IT services to the BC Pension Corporation including; IT Infrastructure, IT Operations (ITIL aligned including aspects such as Service Desk, End User Support, Incident Management, etc.) and Enterprise COTS Application Management. The Information Technology Service Operations branch ensures that systems, services, and infrastructure work reliably and securely.

### JOB SUMMARY

The Lead Application Analyst (LAA) plays a key role in leading and participating in the analysis, design, build, and support of application solutions using the Microsoft M365 suite of tools and other SaaS/COTS business applications. Strategically, the LAA supports the Application Solutions Team in creating and maintaining application road maps and capability maps. On projects, the LAA is a technical lead, leading requirements analysis supervising other resources, providing solution design oversight, and ensuring quality of technical solutions and other deliverables. Operationally, the LAA manages the provisioning of support services (either by staff or by software vendors), assigning incidents and requests and managing support processes to ensure that quality services are delivered within the SLA.

This position works directly with the clients, gathering the business requirements and ensuring that solutions meet business needs. The position is frequently called upon to take the lead on technical projects and to guide staff through the process of requirements analysis and building application design specifications.

### JOB RESPONSIBILITIES

Manages the design, development, enhancement and maintenance of SaaS and COTS applications for the Pension Corporation, by:

- Leading the technical design and build activities on projects that identify, develop, or enhance SaaS/COTS solutions;
- Supporting business representatives and joint review teams in identifying system improvements;
- Developing business requirements, design (functional) architecture and specifications for major system enhancements;
- Conducting requirements gathering sessions to gather client information and analyzing results;
- Researching alternatives for business cases to identify technological alternatives, cost benefit analysis, package evaluations, recommending approaches and formulating systems plans to meet new business requirements;
- Ensuring business user needs, priorities, timelines and other issues are being consistently met within resource limitations;
- Evaluating and recommending software that will meet changing business needs; and
- Creating and promoting quality assurance standards.

Ensures the continued effectiveness of SaaS/COTS applications, by

- Maintaining a thorough understanding of the business context and criticality of supported applications;
- Understanding team knowledge levels and matching them to the application portfolio;
- Reviewing and assigning incidents and requests based on priority and team knowledge;
- Managing vendors in delivering services on SaaS and COTS solutions;
- Ensuring that incidents and requests are being addressed within the required SLA and according to required quality standards;

Liaising with client representatives to ensure an understanding within IT of business objectives;

- Directing staff in the implementation of system maintenance requests; and
- Planning, leading and communicating effective walk-throughs of business requirements, design (functional) architecture and specification changes to participants.

Supports the application enablement strategy at BC Pensions by:

- Understanding the capabilities of SaaS/COTS applications and advising the Applications Solutions Lead of any gaps;
- Supporting the Application Solutions Lead in developing the application roadmap by providing advice and input on application capabilities and deficiencies;
- Understanding and maintaining the list of applications in the supported portfolio, including application criticality and associated internal knowledge levels;
- Providing advice for business planning;

- Assisting in the development and improvement of system delivery standards and functions;
- Providing input on hardware/software acquisitions, contingency planning, disaster recovery and security; and
- Arranging and/or presenting training to educate and assist staff and end users.

Oversees the business systems analyst team and contractors, by:

- Setting work priorities, directing and coordinating work flow;
- Assigning tasks, conducting quality reviews and approving work;
- Mentoring and coaching to best practices;
- Performing performance and development planning with staff;
- Managing team conflicts and escalating job-related performance issues to the AD, IT Operations; and
- Providing day-to-day work oversight.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Bachelor's Degree in Information Technology, Computer Science, or related discipline and (4) years related experience; OR
- Diploma in Information Technology, Computer Science, or related discipline and (5) years related experience; OR
- Certificate in Information Technology, Computer Science or related discipline and (6) years related experience; OR
- An equivalent combination of related education, training and (7) years practical experience.

## EXPERIENCE

### Years of Experience

### Type of Experience

- IT Service Management (preferably an ITIL certification)
- 4 or more years in a leadership role in a mixed business and IT technical team, as follows:
  - o Applying analytical and problem solving skills; and
  - o Using business process models and data models, and
- A minimum of (2) years in a project management role, as follows:
  - o Gathering and documenting business requirements;
  - o Configuring SaaS or COTS business applications; and
  - o Delivering systems enhancement and maintenance projects within demanding timelines.

## KNOWLEDGE, SKILLS & ABILITIES

The successful candidate must have a thorough understanding of:

- Configuring and integrating SaaS/COTS solutions;
- Systems development life cycle; and
- Application maintenance and support processes.

As well, the successful candidate must have:

- Conflict management and negotiating skills; and
- An understanding of security and privacy best practices

Demonstrated knowledge, in the following, would be an asset:

- Pension industry and pension plans.

## 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.
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### **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 L3**

Inspiring confidence by demonstrating integrity and building credibility.

- Brokers healthy relationships across the organization to further the achievement of business goals.
  - Promotes dialogue and shared understanding on business issues.
  - Communicates complex issues clearly and credibly with varied audiences.
  - Confidently and effectively expresses contrary opinions and own perspectives.
  - Accepts alternate perspectives in support of business interests.
  - Models trust in others to do their jobs.
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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.