

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. Various Positions	2. Descriptive Working Title BUSINESS SYSTEMS ANALYST		3. Present Classification Excluded Management
4. Branch Corporate Services	5. Department Information Technology	6. Work Location Hybrid – Site Central	Date FEBRUARY 2010 Revised: March 2019, Aug 2020; Oct 2021
7. Position No. of Supervisor 80023, 81667, 80257, 80546, 80482	8. Descriptive Work Title of Supervisor MANAGER, IT PROGRAMS MANAGER DATA ANALYTICS & INTEGRATION		9. Classification of Supervisor Excluded Management

POSITION SUMMARY

Reporting to a Manager in the IT Enterprise Business Systems (EBS) or Analytics and Systems Development (ASD) units, the Business Systems Analyst is responsible for providing business analysis and functional support for core BC Housing business systems. He/she/they provides applications support to Business Support resources, leads business process modeling, proposes new/enhanced business processes, documents requirements, collaborates on technical requirements and specifications, liaises with various IT development and support teams, supports development of business cases, manages assigned projects, chairs project meetings, monitors new installs and services, resolves problems, coordinates release notes documentation and training programs, participates in post implementation reviews and performance analyses.

MAJOR RESPONSIBILITIES

1. Provides coordination for the operations and maintenance of existing core business systems focused on solutions and services to meet Commission users' needs; conducts needs assessment and process facilitation with users to identify key organizational, information and interaction requirements; assesses and resolves issues and documents their resolution; reviews detailed design specifications, test plans and user documentation for functional and technical completeness and accuracy; works with BSM/C/As to identify training needs of end users and develops an ongoing training plan; coordinates report and application development activities ensuring compliance with established change control procedures; and works closely with key IT staff to ensure the systems are operating at peak efficiency and end users are satisfied with functionality and performance.
2. Manages the execution of assigned moderate-sized projects or portions of larger IT projects and solutions throughout the project life cycle, ensuring progress in accordance with planned milestones and determining and implementing adjustments as required; ensures staff, contractors and managed services providers comply with client requirements, standards and project priorities, and certifies work performed by contracted resources to release payment; conducts post implementation reviews and performance analyses to assure the quality of the implementation.
3. Provides leadership through specialization in BCH business domains, technologies and/or practices. Works on assigned complex, enterprise level solutions and takes responsibility for output produced by project team analysts in areas of specialization.
4. Assists the Managers, EBS & ASD in developing strategies and plans for the delivery of each assigned project including project scope, expectations, risks, issue identification, issue resolution, schedule, quality control, contingency plans, communication strategy and transition planning.

5. Ensures the seamless delivery of services to clients; monitors new installations and services; acts as the primary contact between clients and in-house service and support groups, contractors and vendors in resolving problems; facilitates the development of systems release notes documentation and training programs.
6. Develops and/or coordinates the development of technical specifications and requirements for new reports, systems or enhancements, utilizing process and data modeling techniques; acts as the link between the detailed business requirements and the application implementation/development and technical support teams.
7. Provides extensive testing of new reports, modules, enhancements and interfaces; participates in the testing phase of project teams whose interface(s) connects to the core business systems.
8. Provides consultation, advice and technical support to managers of the Commission in articulating their IM/IT requirements and ensuring their effective utilization of the core business systems; provides advice regarding IM/IT opportunities, trade-offs and broader issues arising from automating manual processes and/or changing information technologies.
9. Coordinates and participates in sessions with clients and key IT staff to identify client business objectives and collect and define business requirements; conducts detailed business analysis, performs GAP analysis on current application technology, leads business process modeling and helps the business develop “to-be” business processes based on industry best-practices and inherent system functionality.
10. Undertakes business process, feasibility, risk assessment, impact and cost-benefit studies to maximize or enhance the utilization of existing IM/IT systems or assess the need for new systems to improve overall client service delivery and ensure achievement of business objectives. Assesses and advises on technological solutions, increased efficiencies and organizational impacts for various systems options including impacts on staffing resources, customer services, capital costs and training/educational requirements.
11. Conducts research and provides support in the development and presentation of business cases and executive submissions for review and decision by senior management, sponsors and steering committees regarding major enhancements and development of new systems; participates in garnering support for projects, negotiating commitments for undertaking projects and assigning resources to project teams.
12. Participates in preparing Requests for Proposals/Quotes, administering the contractor selection process, preparing proposal evaluations, selecting contractors, and negotiating and preparing contracts.
13. Promotes and supports IM/IT business process integration across the Commission, leading to the streamlining of service, improvement in overall quality of program delivery and reduction in cost and time expenditures.
14. Participates in the development of IM/IT plans, policies, processes and standards and provides input to the Commission’s strategic business and information systems plans to address changes in business operations and opportunities for IM/IT interventions.
15. Keeps current with IM/IT trends and researches to identify new and innovative general business management approaches that, when combined, could enhance the accomplishment of the Commission’s business objectives.
16. Performs other related duties that do not affect the nature of the job, including conducting special studies, making presentations and participating in task force, project teams and committee work.

ORGANIZATION

This position reports to the Manager, IT Programs or Manager, Data Analytics & Integration.

There are no positions formally reporting to the Business Systems Analysts. However, there may be the responsibility for managing small project teams and contractor resources at various times throughout the year.

QUALIFICATIONS

Education, Experience and Occupational Certification

University degree in Information Technology or other related discipline from a recognized post-secondary institution.

Considerable IT industry experience specifically focused on IT solutions and services, with experience in business analysis.

Considerable experience in supporting enterprise-wide business systems and working with interfaces including troubleshooting issues.

Or an equivalent combination of education, training and experience acceptable to the employer.

Knowledge, Skills and Abilities

Core Competencies

- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Extensive knowledge of Oracle technology including database and middleware

Considerable knowledge of project lifecycle concepts and the ability to apply them to small projects such as business process changes and data cleansing

Considerable knowledge of IT standards, system development life cycle, and IT development environments

Sound knowledge of business processes in a social housing environment, including finance, procurement, asset maintenance, project development and property management, and good knowledge and understanding of the Commission's structure and business operations.

Demonstrated familiarity with a variety of information systems programs and business processes pertaining to accounting, procurement, maintenance and real estate management.

Familiarity with Microsoft's Office365 and SharePoint technologies

Familiarity with hardware technologies (i.e. servers, workstations, networks and operating systems)

Good knowledge of feasibility, risk assessment, impact and cost-benefit analysis techniques and processes

Good knowledge and understanding of systems technology trends and the ability to critically assess and evaluate those trends as they apply to the organization.

Ability to plan and manage moderate-sized projects, or portions of larger projects, manage teams of staff and contractors in the development, change management and implementation of systems, and work cooperatively in a team environment.

Ability to take ownership of tasks and drive them through to completion

Strong skills in business requirements gathering, process modelling and solution architecting including writing business requirement documents and/or polish business documents

Well-developed communication, analytical, problem solving, decision-making, organizational and time management skills.

Strong project management, leadership and facilitation skills and some negotiation and influencing skills.

Proficiency in productivity applications such as MS Excel, MS Word, MS project and MS Visio