

Job Information

Job title	Senior Business Analyst	PG24 C287	
Title of immediate supervisor	Manager of IT Business Systems		
Department/Division	Corporate Services / IT		
Prepared by	Christina Shaw		
Date Created	June 1, 2015	Revised date	
Dept Head Signature	Originally signed by Laura Ciarniello	Date	September 18, 2015

Job Purpose

Identifies the business needs of clients and stakeholders to help determine solutions to business problems. Leads multifaceted programs or projects covering multiple integrated systems across multiple departments and stakeholders to ensure business solutions meet organizational and operational goals and objectives.

Duties and Responsibilities

- Elicits, analyzes, validates, and documents requirements; uses expert knowledge to ensure the appropriate methods are used; ensures that the requirements gathered meet the business objectives and satisfy organizational goals.
- Provides expert level analytical and business function support for critical corporate initiatives including system migrations and consolidations, significant business area(s) process improvement projects, and new product installations.
- Negotiates, motivates and convinces vendors, staff at all levels and government bodies using appropriate communication methods and achieves support even under difficult conditions; resolves conflicting positions and facilitate agreements which satisfy all parties.
- Conducts sustained analysis of technology changes on cross organizational business processes and existing technologies.
- Dissects detailed, multi-layered business problems, identifies cause and effect, and generates a range of realistic and practical solutions.
- Leads and facilitates sessions across all departments at all levels for the purpose of effectively scoping and assessing the impact of proposed changes to business processes, systems, and the organization.
- Prepares and delivers reports that address risks and opportunities, cost-benefit, and return on investment analyses.
- Presents business and technical ideas clearly and effectively; adapts communication and engagement styles appropriate to listeners and situation and effectively translates technical concepts into layman's terms. Builds, sustains, and leverages relationships and networks with internal clients, external organizations and vendors.
- Acts as project manager for business solutions projects, applying project management principles through all stages of the project.
- Supervises, mentors, and guides other Business Analysts; plans, coordinates, and oversees work and maintains quality and accuracy of work products.
- Develops work procedures and standards.
- Performs other related duties as required.

Qualifications

- University Degree in the field of Computer Science or Information Systems
- Diploma, Advanced Certification, or Masters Certificate in Business Analysis.
- Certified Associate in Project Management or PMI-PBA (Professional Business Analyst) Certification.

- Six years of experience in business analysis in IT with relevant experience in project delivery, application life cycle support, and change management, including one year supervisory experience.
- ITIL Foundation v3 would be an asset.
- An equivalent combination of education and experience may be considered.
- Concentration required for extended periods of time.
- Efficient and accurate keyboarding skills required.
- Valid Class 5 BC Driver's Licence.

Physical Requirements

No physical activity required.

Working Conditions

Works in an open office environment with frequent interruptions.