

CONTROLLED DOCUMENT

Document Name	Job Description – Business Analyst		
Reference / Version	V: 0.1	Owner	People & Culture
Publish Date	June 11, 2021	Classification	Internal



Last updated:	June 11, 2021
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Job Specifications:

Job Title:	Business Analyst
Location:	British Columbia or Alberta
Reports to:	IT Director
Travel Requirements:	As required

Role Summary:

The Business Analyst will support the development, change management, integration, and maintenance of business systems to support operational requirements. The Business Analyst will be the key link between systems, data, workflows, reporting, core business functions, and service delivery requirements. This will be done via documenting business requirements and reviewing existing systems and processes to identify opportunities to improve performance and efficiency. This role will enable the business by supporting various stages of the software development lifecycle and by helping to improve access and use of corporate data.

Key Performance Indicators:

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none"> Consistently promotes WCG’s interests and reputation Collaborates with stakeholders to ensure the business and technical architecture of the delivered solution aligns with program requirements
People & Team Satisfaction	<ul style="list-style-type: none"> Follows the WCG Code of Conduct and upholds WCG’s values at all times Collaborates with team members and stakeholders to deliver program requirements
Operational Performance	<ul style="list-style-type: none"> Meets or exceeds operational performance measures agreed with manager Effectively delivers requirements and solutions within operating budget

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Key Responsibilities:

<p>Business Analysis</p>	<ul style="list-style-type: none"> • Function as the key link between the business Subject Matter Experts (SMEs) and development team to implement new system design correctly and efficiently, and provide internal process expertise • Work closely with, and support, system product owners and SMEs in the design, development, testing, and implementation of enhancements of our case management system (CaseFLO), through the development of clear and concise specification documentation (or through other work management tools like JIRA) • Tier 2 evaluation, logging, and repair of system issues (e.g., bugs and enhancements) • Conduct testing to assess readiness of deliverables for timely completion of projects • Support and/or lead the development of specifications and business cases related to planned CaseFLO enhancements or bug fixes • Analyze data and ensure data integrity in all reporting • If needed, provide training and/or conduct presentations for stakeholders to introduce new processes and tools • Work with SMEs and project teams to re-engineer business processes and systems as part of the overall change management process • Analyze and assess the effectiveness of current practices through data and design better and more efficient ways of working across the network • Use data to drive sound business decisions and to measure the impact of changes
<p>Project Management</p>	<ul style="list-style-type: none"> • Develop project plans that align major activities, including: key deliverables and milestones, timelines and schedules, develop resource plans, etc. • Manage and prioritize queued requirements, issues, and tasks, based on project timelines and business needs • Perform project administrative tasks including scheduling stakeholder engagements and meetings, documenting decisions and meeting outcomes (minutes), drafting timely project reports
<p>Customer Service</p>	<ul style="list-style-type: none"> • Demonstrate strong customer service and an ability to deliver services within contract and policy requirements • Identify and review customer touchpoints, ensuring a seamless end user experience • Initiate improvements based on end user and customer satisfaction

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	<ul style="list-style-type: none"> Maintain positive relationships with key stakeholders, share knowledge, and support project goals
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

- Analytical thinking
- Relationship management
- Verbal communications
- Written communications
- Time management
- Organizing
- Functional / technical expertise
- Priority setting

Essential Requirements:

- An undergraduate degree or diploma in Business, Computer Science, or a related field
- 3+ years' experience in business analysis
- Experience in maintaining business applications
- Project management or co-ordination experience
- Advanced MS Office
- Criminal Record Check required

Preferred Criteria:

- Experience with SQL, PowerBI, and/or equivalent toolsets
- Microsoft Reporting Services experience
- JIRA skills