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[» Apply Now](#)**Title** Business Systems Analyst**Department** Information Technology**Job Status** Regular Full Time**Posting Status** Accepting Applications**Employment Group** CUPE**Job ID** 19-209

**Nature & Scope of Work** This is complex technical work in the analysis of business processes and the development of major information technology solutions to meet business needs. An incumbent conducts requirements analyses, assesses business requirements, develops and recommends solutions; acts as project manager in the development or re-engineering of information systems and the implementation of information technology; has extensive knowledge of programming and programming methods; performs a variety of technical tasks and ongoing applications support; monitors and evaluates the performance of enterprise systems, databases and related applications; and establishes and maintains effective working relationships with a variety of internal and external contacts. Considerable independence and judgement is exercised in the technical work within the framework of established policies, objectives and guidelines. Work performance is reviewed by a superior in terms of achievement of desired objectives and effectiveness of services provided.

**Illustrative Examples of Work**

- Conducts requirements analyses, assesses business requirements, and develops and recommends technology solutions; identifies priorities, resource requirements and opportunities for application of technologies; gathers and analyzes data; documents current and alternative business processes; analyzes costs and benefits of new or revised systems and prepares recommendations regarding same.
- Acts as project manager regarding the development or re-engineering and implementation of approved information systems; documents requirements, drafts specifications and participates in preparing RFP and in selection of vendors and equipment; prepares, tracks, and reports work schedules and deadlines; assigns specific tasks to department staff; conducts preliminary testing of the system; coordinates transition from testing to production phases; monitors post-implementation system performance.
- Performs a variety of technical maintenance tasks on application, database, and web server software; investigates, develops and recommends solutions to problems related to same; schedules down time for upgrade installations; assigns or revokes user security and system privileges.
- Provides ongoing applications support; designs, develops and produces custom reports; develops, programs, and maintains new programs, procedures and databases; reviews system specifications and system interface with other applications; assists users with application features; installs software updates and makes necessary technical adjustments including re-configuration of equipment and software.
- Monitors and evaluates the performance of enterprise systems, databases and related applications to ensure data integrity, security and optimization of resources; defines and configures security; configures software processes and documents related business processes.
- Establishes and maintains effective working relationships with a variety of internal and external contacts; provides advice, assistance and, as required, training to user and department staff; acts as a liaison between client departments and vendors; provides oral and written presentations regarding technological issues, proposals and projects to internal staff.
- Prepares reports and makes presentations related to the work performed; prepares technical system documentation; conducts product and market research to maintain up-to-date knowledge of developments in the information technology industry.
- Performs related duties as required.

**Required Knowledge, Skills and Abilities**

- Thorough knowledge of problem definition and analysis and problem solving techniques related to the implementation and support of enterprise systems.
- Considerable knowledge of the principles and practices of administrative management and project management.
- Considerable knowledge of business and business systems planning principles, methods and standards.
- Considerable knowledge of information technology components, processes and developments, relational database structure and analytical tools, and enterprise software applications.
- Considerable knowledge of the functions of departments served and their requirements in information technology.
- Considerable knowledge of departmental policies and procedures.
- Considerable knowledge of programming and programming methodologies.
- Understanding of AGILE principles including Scrum and Lean methodologies.
- Ability to document, analyze and assess a variety of information, identify priorities and resources, propose alternative business processes and recommend the acquisition of a wide variety of information technologies.
- Ability to act as project manager regarding the development and implementation of systems and information technologies.
- Ability to perform a variety of technical tasks related to configuring, managing, troubleshooting, and upgrading application, database, and web server software.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice and assistance on matters related to the work.
- Ability to communicate effectively orally and in writing and to present proposals in non-technical language.
- Ability to prioritize workload, to manage concurrent projects and to meet information technology requirements of the City.
- Ability to perform assigned duties under minimal supervision.

**Desirable Training & Experience** University graduation at the Bachelor's level in computer sciences, business or engineering plus considerable related experience in an integrated information technologies environment, or an equivalent combination of training and experience. Considerable working knowledge and skills related to Ruby on Rails, jQuery, PHP, and JSON an asset.

**Required Licences, Certificates and Registrations** A valid Class 5 British Columbia Driver's Licence.

**Safety Requirements** Incumbents are required to follow all applicable Safe Work Procedures, participate in Occupational Health & Safety training, meetings and to report any hazards in the workplace.

**Pay Grade** 28

**Pay Rates** \$43.04, 44.83, 46.75, 48.78, 50.85 per hour

**Posting Date** 12/18/2019

**Posting Closing Date** 12/30/2019

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