

## Business Analyst (*contract, full-time*)

### ABOUT THE POSITION

Join SkilledTradesBC and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!



The Business Analyst is a key liaison between SkilledTradesBC's employees, IT staff and IT contractors that code, configure, and deploy information systems to the business. The Business Analyst will need to understand the business processes within SkilledTradesBC; from gathering details from colleagues, designing and supervising process changes within the information technology environment. This role is responsible for conceptualizing the changes and technical solution, articulating the value for the different stakeholders and recommending the proposed change to the business. The Business Analyst oversees the deployment and takes part in testing the deliverables. The Business Analyst facilitates discussions and workshops and then translates business requirements into technical documents. This role is responsible for delivering quality and well-thought out new processes to staff and the business. This role is responsible for communicating the changes and training the users. This role is expected to practice agile methodology and principles on various projects as needed.

This is a contract position for approximately 18 months.  
 This role reports to the Manager, Information Technology  
 This position does not have direct reports.

### RESPONSIBILITIES/ACCOUNTABILITIES

- Find operational goals by studying business functions, gathering information and evaluating output requirements
- Design process flows and system components by analyzing requirements; constructing workflow charts and diagrams, studying system capabilities, and writing specifications
- Facilitate discussions and workshops with business units to gather business requirements
- Work with developers and user interface specialist to deliver solutions for business units,
- Improve systems by studying current practices and recommend improvement approaches to stakeholders
- Recommend controls by identifying problems and documenting improved procedures.
- Support and define requirements by identifying milestones, phases, and elements, including managing resources
- Monitor project progress by tracking activity, resolving problems; publishing progress reports and recommending actions
- Maintain system protocols by writing and updating procedures
- Provide references for users by writing and maintaining user documentation
- Create training materials and train users on new application and provide ongoing system support as needed
- Maintain user confidence and protect operations by keeping information confidential
- Prepare technical reports by collecting, analyzing, and summarizing information and trends.
- Create detailed test plans for IT testing and End User Testing

- Communicate with vendors on various project needs and requirements such as solution design, system support, ongoing maintenance and application upgrades
- Validate the functionality of the configured end product according to the requirement specifications
- Maintain professional and technical knowledge by attending educational/professional workshops; reviewing professional publications; establishing personal networks; benchmarking modern practices
- Contribute to team effort by accomplishing related results as needed
- Contribute to the project and process change management communication

**EDUCATION/EXPERIENCE**

- Post-secondary degree or education in Information Technology, MIS, Engineering and/or equivalent; combination of education and experience is required to perform all aspects of this role successfully
- CBAP Certification is preferred for this role
- A minimum of 5 years’ experience in business and process analysis and improvement
- Experience in creating requirements management and process redesign for digital transformation
- Experience in successful change management project delivery
- Agile methodology experience
- Microsoft enthusiast and working knowledge of Microsoft365 (Office365, SharePoint online, Teams, MS Visio etc.)
- A combination of education and/or sufficient experience is necessary to perform all aspects of the position successfully
- Experience working in public sector or crown corporations
- Knowledge and experience writing and understanding SQL queries is preferred
- Technical savvy to understand System integrations, API’s and Integration hub is desirable
- Knowledge and Experience of CRM or ERP systems is preferred. (e.g. D365)
- Experience of process flows systems such as Posse is desirable
- Ability to create, understand and suggest improvements on Solution/Technical design documents
- Articulate communicator with excellent written and verbal communication, presentation, and facilitation skills
- A team player, strong collaborator within a dynamic team and Agile project environment

**WHO WE ARE**

SkilledTradesBC is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. SkilledTradesBC provides strategic leadership, policy support and customer services to help apprentices, employers and industry. SkilledTradesBC sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.

**COMPENSATION**

Salary Band 5: \$74,550.00

SkilledTradesBC offers a highly competitive benefits package and perks which include:

- Hybrid work schedule, floater days, and a 37.50-hour work week
- Eligible for pension contributions
- Lifestyle Spending Account
- Extensive Extended Health and Dental Plans that are 100% employer paid

## HOW TO APPLY

If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume (**PDF format**) by the closing date on our careers page **by email** to [humanresources@skilledtradesbc.ca](mailto:humanresources@skilledtradesbc.ca). **Be sure to include your name and the position you are applying for** in the subject line, or your application may not reach the appropriate person.

*At SkilledTradesBC, we are committed to diversity and inclusion to ensure that everyone can be their best, authentic self at work. We strive to remove barriers that affect marginalized communities in our recruitment processes. We encourage all qualified applicants to apply.*

*We kindly ask that applications be sent by email only – no fax or mail applications – and we ask for no phone calls please. Due to the high number of applications the SkilledTradesBC receives, only applicants who are selected for an interview will be contacted.*

*SkilledTradesBC currently operates in a hybrid work environment which encompasses working remotely and in-office.*

*SkilledTradesBC is committed to providing a healthy and safe environment for all its employees and recruitment candidates. SkilledTradesBC has implemented its Mandatory Vaccination Policy for staff to help prevent the spread of COVID-19. SkilledTradesBC will continue its obligation to review accommodation requests from staff who are unable to receive the vaccine. We sincerely thank all applicants for their interest in joining SkilledTradesBC.*