

RDCO Job Description



Position Title: Business Systems Analyst – Level 1

Division: Information Services

Reports To: Manager Information Systems

Date: November 16, 2018

Job Purpose/Summary:

Under the direction of the Manager of Information Systems the Business Systems Analyst Level 1 develops, designs, implements and supports the Regional District's mission critical business applications using a combination of 3rd party and customized software. This includes determining system requirements, evaluating the effectiveness and utilization of existing applications, troubleshooting existing applications and researching/testing new applications.

Principal Accountabilities:

1. Business Analysis: works with departments to determine user needs and make recommendations regarding development, implementation and enhancements to meet RDCO requirements. Investigates and evaluates options for new applications initiatives and prepares a plan that defines the scope, schedule, costs and product delivery.
2. Project Management: develops, coordinates and performs work on a variety of projects. Documents and understands business workflows and processes. Develops project specifications, pricing estimates and task completion estimates. Assess and monitors project tasks and deliverables to ensure projects are delivered on time and on budget while meeting project deliverables.
3. Application Support: coordinates application upgrades including user acceptance testing. Responsible for application security and user configuration.
4. Work with vendors and staff to troubleshoot technical issues, critical challenges and find solutions. Maintains and documents key contacts with vendors to facilitate escalation of product issue resolution.
5. Responsible for application integration – defining, evaluating, and monitoring how various systems exchange data.
6. Create and maintain clear and concise system and process documentation and cross train appropriate personnel to maintain systems during absences.
7. Responsible to maintain an inventory and lifecycle management spreadsheet for all applications utilized by the RDCO.
8. Responsible for coordinating complex technical issues and monitoring them to resolution.
9. Participates as a key member of various business application development/implementation teams throughout the organization.
10. Responsible for contributing to a respectful, positive and safe work environment while providing exceptional internal and external customer service.
11. Other duties as assigned.

Reporting Relationships:

Direct Reports:

Dimensions:

Knowledge, Skills & Experience

Minimum Education & Experience:

- Diploma in computer science or a Bachelor in Business Administration or relevant area of study with a focus on information technology.
- Valid BC Driver's Licence

Required Skills:

- Excellent problem solving and analysis skills
- Excellent verbal and written skills with both technical and non-technical staff
- Basic knowledge of application security principles. PCI experience an asset
- Ability to access and perform SQL query
- Competent with MS office and spreadsheets with experience manipulating and importing data
- Basic understanding of accounting
- Understanding of principles of API and integrations
- Understanding of programming and application development principles and technologies

Working Conditions:

- **Physical Effort:** Sustained keyboarding
- **Physical Environment:** Office environment with some field site visits.
- **Mental Stress:** Ability to work in high pressure with system problems and deadlines. Frequent interruptions in workflow.
- **Sensory Attention:** High concentration. Deal with large quantities of complex information. Must be completely focused to make configuration changes with accuracy. Tact and discretion are necessary.