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Position Title: Web-System Business Analyst
Position Status: Full-Time Regular
Department: External Relations
Employee Group: Teamsters Local 31
Location: 4515 Central Boulevard, Burnaby
Salary Range/ Wage Rate: PG 28 $3,246.55 - $3,835.98 bi-weekly

Our External Relations Department is seeking a Web-System Business Analyst who will work with, and take direction from, the lead UX designer to understand and determine goals for UX features on web-based projects build rapid prototypes for iterative design, and create process flows, wireframes, and visual design mockups to conceptualize and communicate detailed interaction behaviors for multiple environments and audiences.

You are: creative, analytical, and curious about resolving complex UX issues, familiar with front-end programming, able to simplify and communicate complex ideas and vision to a broad audience, abreast of current design trends and when to apply or adapt them to improve user experience.

This role:

- Leads the ongoing review and evaluation of web-based business processes; anticipates requirements; develops optimization strategies; reviews and improves existing product UX design, works with clients to identify, analyze and anticipate and evaluate business requirements; determines appropriate architecture and other technical solutions; creates new UX designs for new features and projects, makes recommendations to clients; develops detailed project plans and specifications, including project deliverables and timelines; and develops and implements solutions, ensuring business needs and requirements are met in collaboration with Information Technology Services.

- Conducts preliminary investigations of client identified problem areas and/or proposed web-based systems; acts a Project Leader to compile and assess user information requirements from project team members; and analyzes the cost effectiveness.

- Researches programming languages, frameworks and SharePoint web parts to aid in creating websites, required functionality and web-based applications in collaboration with Information Technology Services; determines appropriate architecture and other technical solutions; and makes recommendations to clients as required.

- Resolves complex technical, workflow and process problems; and develops new plans and procedures to address problems based on long-term implications of decisions and actions.

- Conducts post implementation reviews to assess the attainment of web-based project's objectives and user expectations; and takes or initiates necessary actions to rectify any shortcomings.

- Acts as a Project Manager regarding web-based project planning and overall design and development; develops web content structure and implementation strategies; monitors performance to ensure conformance to required standards; expedites development and maintenance activities; researches and presents online technical strategy, best practices and emerging developments related to standards, devices, mobile, demographics and user requirements; establishes effective relationships; monitors deliverables; and ensures timely completion of projects.

- Acts as a Project Manager in the development of web design strategy and principles for stand-alone web applications; and works with the Design team to develop and update Metro Vancouver brand and visual identity with corporate visual architecture.

- Researches and provides solutions to complex web design and development problems; provides estimates and overall scope for projects; and makes recommendations regarding alternatives; and prioritizes initiatives based on business needs, requirements and priorities.

- Creates design and development guidelines for a variety of custom-web applications developed by Information Technology (IT); works with IT staff and External Relations in the development, set-up and testing of web-based and mobile apps; and designs and develops the branding, interfaces and functionality for mobile app guidelines and design systems.

- Prepares reports and makes presentations related to the work performed; conducts product and market research to maintain up-to-date knowledge of developments in Multimedia, Web applications and online services; conducts meetings; and makes presentations to share ideas and findings.

- Works with client groups to ensure content delivery for new projects and develops and monitors workflows to ensure content maintenance throughout Metro Vancouver websites.

- Performs related duties as required.

To be successful, you have:
- University graduation at the Bachelor's level in computer sciences plus considerable related experience in web-based project planning and analysis, design and development; or an equivalent combination of training and experience.

- Thorough knowledge of business and business systems planning principles, methods and standards.

- Thorough knowledge of problem definition and analysis related to business processes and systems planning.

- Thorough knowledge of the principles and practices of administrative management and project management.

- Considerable knowledge of information technology components, processes and developments related to the work performed.

- Considerable analytical and conceptual thinking skills.

- Considerable knowledge of the functions of departments served and their requirements in information technology.

- Considerable knowledge of departmental policies and procedures.

- Ability to document, analyze and assess a variety of information, identify priorities and resources and propose alternative business processes.

- Ability to act as project manager regarding the development and implementation of systems.

- Ability to manage multiple projects.

- Ability to assist in the development of corporate standards and to perform other administrative tasks related to the work performed.

- Ability to establish and maintain effective working relationships with a variety of internal contacts and to provide advice and assistance on matters related to the work.

- Ability to communicate effectively orally and in writing, to give training and conduct presentations on developed we-based systems and present proposals in non-technical language.

- Ability to perform assigned duties under minimum supervision.

- Considerable understanding of graphic design and interface design principles.

- Driver's Licence for the Province of British Columbia.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

We are committed to diversity, equity and inclusion and being representative of the region we serve. We invite all qualified candidates to apply including Indigenous People, visible minorities, immigrants, LGBTQ2S+, all genders and persons with disabilities.

Metro Vancouver requires all new hires to be fully vaccinated against COVID-19 (subject to any exemptions and accommodations) and provide proof of vaccination upon hire. *Please follow this link http://www.metrovancouver.org/about/careers/ to our Careers page where you can submit your application by March 13, 2023.*