



Position Title: Business Analyst I (Project Management Office)

Position Status: Full-Time Regular

Department: Project Delivery

Employee Group: Teamsters Local 31

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: PG T28 \$3,634.43 - \$4,294.18 bi-weekly

Our Project Delivery Department is seeking a Business Analyst I (Project Management Office) who will manage the end-to-end process of secondment and project advisory services within Project Delivery department, including drafting, execution, and renewal of contract documentation.

You are: A detail-oriented professional with exceptional analytical and communication skills. You are highly organized, adept at managing multiple projects and tight deadlines with efficiency and precision. Your experience in contract administration equips you to handle complex documentation and ensure seamless execution across all tasks.

This role:

- Assesses business plans or coordinates business systems planning, in client departments; provides advice regarding MVRD technologies; identifies priorities, resource requirements and opportunities for application of technologies; gathers and analyzes data; documents current and alternative business processes using CASE tools.
- Acts as project manager regarding the development of information systems and implementation of technology (ie. business processes and the development of continuous improvement plans); conducts fit/gap analysis; defines workflows and functional and system specifications; prepares project schedules and deadlines; documents requirements (ie. maintains accurate records and documentation related to secondment and advisory services contracts within the Project Delivery department), prepares business cases, conducts feasibility studies, and analyzes cost effectiveness; prepares requests for proposals, selects suppliers and monitors post-implementation system performance.
- Acts as a liaison between client departments and contractors; communicates with software vendors regarding enterprise software updates; coordinates with technical staff to implement approved changes in enterprise systems; collects and creates business requirement documents; translates business requirements into technical specifications and configuration requirements; tracks and follows up on requests and product deficiencies; assists in the resolution of service problems and issues; participates in the development of disaster recovery plans.

- Leads and participates in User Acceptance Testing; coordinates releases of new versions, communicates enhancements to users; provides easy to understand supporting documentation to users; develops and implements training programs for various user departments in the use of new or revised systems.
- Supports implemented solutions by managing user accounts, trouble-shooting issues, configuring, tracking requested improvements and providing “how-to” assistance.
- Prepares reports and makes presentations related to the work performed; conducts product and market research to maintain up-to-date knowledge of developments in the information technology industry.
- Performs related duties as required.

To be successful, you have:

- University graduation at the Bachelor’s level in computer sciences, business or engineering plus sound related experience in business systems analysis; or an equivalent combination of training and experience.
- Considerable knowledge of problem definition and analysis related to business processes and systems planning.
- Considerable knowledge of the principles and practices of administrative management and project management.
- Considerable knowledge of information technology components, processes and developments.
- 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 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 and to present proposals in non-technical language.
- Ability to perform assigned duties under minimum supervision.

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.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an

accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by October 28, 2024.