Business Analyst – ICT
Temporary Full Time (2 years)

About Us

One of BC's Top Employers, the City of Coquitlam offers meaningful career opportunities to make a difference within the local community. As the sixth largest city in BC, we are home to more than 150,000 residents. Our diverse municipality is a great place to work as it continues to grow through innovative urban design, inspiring arts, culture and recreation programs, and state-of-the-art transportation systems. Our brand is built on managing our resources in a responsible and sustainable manner, while supporting a vibrant, growing regional urban centre. We envision a bright future in Coquitlam that we hope includes you!

About You / What We Are Looking For

We are currently recruiting for an experienced Business Analyst (BA) to join our Information & Communication Technology (ICT) division. In this role, you will be the vital link between business needs and technical solutions, ensuring that ICT projects deliver maximum value and align with organizational objectives.

Reporting to the Manager ICT Project Management, the successful incumbent will bring proven experience in business analysis, requirements gathering, and project management.   Other key responsibilities include:

- Thorough knowledge of business and business systems planning principles, methods and standards.
- 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 departmental policies and procedures.
- Map out and analyze current business processes, identify inefficiencies, and recommend improvements
- Develop "as-is" and "to-be" process models to facilitate the improvement of service delivery.
- Experience with product roadmaps and product visions
- Create detailed business requirement documents (BRDs), functional specifications, and user stories.
- Document workflow diagrams, use cases, swim lane diagrams, and data flow diagrams for technical and non-technical audiences.
- Assist in the development of test plans and cases for system implementations.
- Support user acceptance testing (UAT), ensuring solutions meet the specified requirements.
- Collaborate with business units to gather information from stakeholders and perform workflow analysis
- Ability to document, analyze and assess a variety of information, identify priorities and resources, and propose alternative business processes.
- Ability to act as lead analyst to analyze, document and evaluate data and information requirements.
- Ability to develop logical solutions.
- Ability to develop and implement training programs.
- 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 perform assigned duties under minimum supervision.
- Collaborate with stakeholders to gather, document, and analyze business and technical requirements.
- Analyze current business processes and workflows, identifying inefficiencies and recommending improvements.
- Support the implementation of ICT solutions, including testing, training, and user adoption.
- Stay updated on industry trends, best practices, and emerging technologies to drive continuous innovation.

The successful incumbent must possess excellent communication skills, written and verbal; have the ability to write business-appropriate correspondence and make presentations including developing and implementing training programs for user departments in the use of new or revised systems; preparing reports related to the work; preparing system and user documentation; and conducting product and market research to maintain a current knowledge of industry developments.

Minimum Qualifications

The successful incumbent will have 5+ years of progressive experience in the field of project management/business analysis as well as possessing a Bachelor's degree and/or applicable experience in the field of information technology; Public Administration, Commerce or Business Administration, or a combination of relative experience and education. A BC Driver's License is a requirement of the position.

Additional Information
- Minimum of 5 years experience as an IT Business Analyst
- Experience in a government or public sector setting is a plus.
- Certification in Business Analysis or Project Management is an asset.
- Experience with project management methodologies (Agile, Waterfall

What We Offer:

This CUPE position has an hourly rate range of $51.87 - $61.29. The rate of pay is based on a variety of factors including qualifications, knowledge, experience and skills.

You will have the chance to join a rapidly growing and diverse team dedicated to supporting the local community, and be able to engage in variety of learning and development opportunities. Additionally, there is an opportunity to participate in an earned day off program. This position is based in Coquitlam with some flexible, hybrid work options available. The City offers an attractive vacation and extended benefits package, including the ability to contribute to the Municipal Pension Plan.

Accessibility / Equal Opportunity Employer

The City of Coquitlam is proud to be an Equal Opportunity Employer working towards enhancing equitable practices in our recruitment and retention processes. As an organization we are committed to creating an inclusive work environment to support our growing and diverse work force. To learn more about what equity, diversity, and inclusion means, and the City's efforts in support of these principles, please visit coquitlam.ca/edi for more information.

If at any time during the application or recruitment process you require additional assistance or an accommodation, please contact our team for confidential support. Staff can also provide in-person support if required.

Applicants under consideration may be required to undergo and submit an acceptable police information check.

Good people make Coquitlam great, sign up for career alerts through our recruitment portal to stay up to date about opportunities within our team, or follow us on [LinkedIn](#) to learn more about how #YouCouldWorkHere too!

Please apply online at www.coquitlam.ca/careers by 11:55 pm on February 5, 2025.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.