



Position Title: Business Systems Analyst

Position Status: Full-Time Regular

Department: Human Resources and Corporate Services

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 Human Resources and Corporate Services Department is seeking a Business Systems Analyst who will support cross-departmental technology initiatives by leading business process reviews, gathering and analyzing system requirements, evaluating commercial software solutions, and managing the implementation of new or improved business applications that enhance service delivery and operational efficiency.

You are: An experienced and detail-oriented systems analyst with a strong grasp of business processes, enterprise applications, and stakeholder engagement. You bring proven experience initiating and managing RFIs and RFPs with vendors for commercial off-the-shelf (COTS) solutions. You are also well-versed in guiding the development of custom-built applications through the full Software Development Life Cycle (SDLC). You are collaborative, analytical, and passionate about leveraging technology to improve business outcomes.

The Business Systems Analyst reports to the Supervisor, Application Analysis & Development.

This role:

- Conducts preliminary investigations of problem areas or proposed computer based systems; acts as task force leader obtaining details regarding user information requirements from task force members; prepares a report outlining recommendations on the advisability or feasibility of computerization or redesign of computerized applications, including preliminary cost estimates for equipment, supplies, services and staff resources required and impacts on other departments.
- Analyzes and prepares a report containing the detailed requirements and functional specifications for application systems and discusses the details thereof with the appropriate users or technical staff.
- Analyzes the cost effectiveness of and makes recommendations regarding alternatives for system purchases versus development by in house staff or outside services.

- Prepares and reviews with the task force, the Request for Proposal documents covering acquisition of software and/or hardware; in conjunction with the Purchasing Agent and in house technical staff, evaluates proposals received, recommends to the task force the preferred vendor and negotiates, within approved budgetary limits, the specifics of the contract with the successful vendor.
- Acts as project manager regarding the development and implementation of the computer based system, whether done by in house staff or outside services.
- Conducts post implementation reviews to assess the attainment of design objectives and user expectations; takes or initiates action necessary to rectify any shortcomings.
- Provides advice and assistance to user departments in connection with organizational studies, use and operation of data processing equipment, current data processing procedures, concepts, methods, and techniques and data handling, storage and retrieval methods.
- Conducts product and market research to maintain up to date knowledge of developments in the computer industry, including hardware, software and methods and procedures.
- Assists in the development of the corporate Tactical and Strategic plans.
- Performs related work as required.

To be successful, you have:

- University graduation at the Bachelor level in commerce, public administration or engineering including courses related to the work plus considerable experience within the data processing field including some system analysis experience at a senior level OR an equivalent combination of training and experience.
- Thorough knowledge of problem definition and problem solving techniques, including statistical analyses, applicable to the development of systems.
- Thorough knowledge of the equipment, methods and techniques used in computerized data processing operations.
- Considerable knowledge of the principles and practices of administrative management and organization and of modern office practices and equipment.
- Considerable knowledge of the functions of departments served and their requirements as applied to data processing operations.
- Considerable knowledge of the applicable divisional policies and procedures.
- Working knowledge of computer programming applicable to the work performed.
- Ability to understand the operational methods and procedures utilized by the department under study, analyze and evaluate various data and information, develop logical solutions for assigned problems and analyze the implications of proposed changes.

- Ability to direct and participate in the work of members of task forces and to act as project manager regarding development and implementation of systems.
- 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.

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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning, and Strategic Thinking and Action.

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 July 4, 2025.