



## **Business Analyst (Contract, Full-time)**

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### **ABOUT THE POSITION**

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The Business Analyst is a key liaison between ITA's employees, IT staff and IT contractors that code, configure, and deploy information systems to the business. The Business Analyst will need to understand the business processes within ITA; from gathering details from colleagues, designing and supervising process changes within the Information technology environment. This role is responsible for conceptualizing the changes and technical solution, articulating the value for the different stakeholders and recommending the proposed change to the business. The Business Analyst oversees the deployment and takes part in testing the deliverables. This role is responsible for delivering quality and well-thought-out new processes to staff and the business. This role is responsible for communicating the changes and training the users.

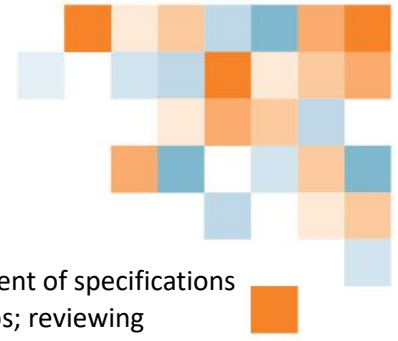
This is a temporary, contract role for approximately 12 months. This position has no supervisory responsibilities and will report to the Director, Information Technology.

Join ITA and be part of a highly engaged organization that is named one of BC's Top Employers and certified Great Place to Work!

### **RESPONSIBILITIES/ACCOUNTABILITIES**

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- Find operational goals by studying business functions, gathering information, and evaluating output requirements
- Design new computer programs/processes by analyzing requirements; constructing workflow charts and diagrams, studying system capabilities, and writing specifications
- Improve systems by studying current practices and recommend improvement approaches to stakeholders
- Recommend controls by identifying problems and documenting improved procedures.
- Define project requirements by identifying project milestones, phases, and elements, including forming project team
- Participate in project budget estimation
- Monitor project progress by tracking activity, resolving problems; publishing progress reports and recommending actions
- Maintain system protocols by writing and updating procedures
- Provide references for users by writing and maintaining user documentation
- Serve as a user trainer and ongoing system support
- Maintain user confidence and protect operations by keeping information confidential
- Prepare technical reports by collecting, analyzing, and summarizing information and trends.
- Create detailed test plans for IT testing and End User Testing



- Validate the functionality of the configured end product according to the requirement of specifications
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking modern practices
- Contribute to team effort by accomplishing related results as needed
- Contribute to the project and process change management communication

## EDUCATION/EXPERIENCE

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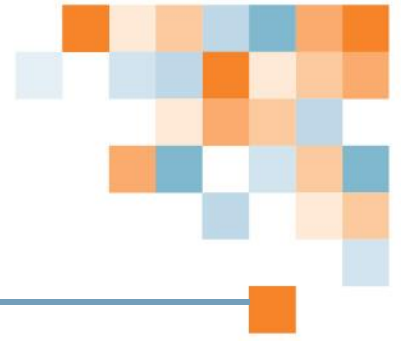
- Bachelor's Degree in Business, MIS, or Engineering and/or combination of education and sufficient experience is required to perform all aspects of the role successfully
- A minimum of 5 years' experience in business and process analysis and improvement
- CBAP Certification is preferred for this role
- Experience in successful change management project delivery
- Agile methodology experience
- Articulate communicator with excellent written and verbal communication, presentation, and facilitation skills
- Microsoft enthusiast and deep knowledge of Microsoft365 (Office365, SharePoint online, Dynamics365)
- Assets:
  - Strong business acumen
  - MBA or other advanced degree
  - Microsoft Certification
  - Project management and/or application development experience
  - Experience with large, complex, enterprise-wide projects including application integration
  - Familiarity with web application development, delivery methods, and architecture

## WHO WE ARE

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The **Industry Training Authority (ITA)** is a crown agency that is responsible for leading and coordinating the skilled trades training and credentialing system for the province. ITA provides strategic leadership, policy support and customer services to help apprentices, employers and industry. ITA sets program standards, maintains credential records and issues the highly regarded Interprovincial Red Seal and B.C. Certificate of Qualifications (C of Q) credentials.





## COMPENSATION

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Annual Salary Band 5: \$74,550 - \$95,668

Salary to commensurate with experience. The ITA offers a highly competitive benefits package and perks which include:

- Flexible working schedule, floater days, and a 37.5 hour work week.
- Eligible for pension contributions.
- Healthy Living Program, In-house Gym
- Extensive Extended Health and Dental Plans that are 100% employer paid

## HOW TO APPLY

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If this sounds like you, we look forward to hearing from you! Submit your cover letter and resume by email before the closing date listed on our [careers page](#) to [HumanResources@itabc.ca](mailto:HumanResources@itabc.ca). All applicants will receive an emailed response confirming receipt of their resume submission.

*We kindly ask that applications be sent by email and we ask for no phone calls please. Due to the high number of applications the ITA receives, only applicants who are selected for an interview will be contacted. Recruitment for this role may be subject to a background check.*

*ITA is committed to providing a healthy and safe environment for all its employees and recruitment candidates. With that, our hiring process will occur in a virtual environment. We sincerely thank all applicants for their interest to join the ITA.*