

Job Title: Business Application Analyst		Pay Grade: 5 (Interim rating)
Department: Information Systems		Reports to: Manager of Business Applications and Client Services
JJE Maintenance Review Date: 2027	Content Last Updated: August 2023	Position(s) supervised: N/A

JOB SUMMARY

The Business Application Analyst is responsible for analysis, implementation, testing, deployment and support of Comox Valley Regional District (CVRD) information technology business applications software. As part of the Information Systems team, this position will effectively collaborate with internal customers to understand their technology requirements, analyze business processes, and develop solutions by integrating data shared across legacy, new development, or out of the box applications.

MAJOR DUTIES AND RESPONSIBILITIES

1. Collaborates with CVRD departments in the creation of business process flow diagrams, business requirement documentation and business test scripts for applications being developed.
2. Liaises with stakeholders and departments to determine business requirements/needs and recommendations.
3. Evaluates business software system performance and effectiveness, and provides ongoing implementation and support for agreed information technology solutions, providing regular reports to department and Information Systems management regarding the status of assigned projects and initiatives.
4. Consults with business units regarding process and performance issues, gains consensus with respect to recommended solutions and feature development and implementation.
5. Provides technical support for any existing or new enterprise level applications (SharePoint, Landuse, Cityworks, iMap etc.)
6. Provides excellent customer service by responding promptly to technical support and service requests and communicating with clients in an easy-to-understand, clear, concise, and professional manner while exercising patience, empathy and respect.
7. Applies project management and business analyst principles and industry best practices.
8. Works with business application users and departments to develop customized queries, templates and reports to meet business needs.
9. Proactively audits and assesses business application/apps to determine, recommend, and implement efficiency opportunities.
10. Researches options for business process solutions and technology.

11. Provides effective training to clients on the use of business applications while adapting to different skill levels and learning styles, and relaying technical information in common language.
12. Develops training materials and guides for users, ensuring they can understand, adopt and implement new services. Prepares reports and documentation of a technical and non-technical nature.
13. Develops strong internal customer relationships through proactive collaboration and timely, relevant, and continuous communication.
14. Remains abreast of new trends in the industry through technical journals, Internet sources, conferences and courses, and networking with other industry professionals.
15. Other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE

- Two-year diploma in business or information technology focusing on business application analysis
- Over two years, up to and including three years progressive experience in the information technology field focusing on business application analysis and support implementation
- Equivalent combination of education and experience may be considered

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS *(required for acceptance into the job or to be acquired in first six months of being in the job)*

- Valid Class 5 Driver's License
- Microsoft SQL Server Database Certifications

PREFERRED QUALIFICATIONS

- CCP Certified Data Management Pro (ICCP CDMP)
- ITIL 4 Foundation Certificate

KNOWLEDGE, ABILITIES AND SKILLS *(required for acceptance into the job or to be demonstrated in first six months of being in the job)*

- Intermediate understanding of techniques and tools pertaining to the design, testing, deployment and maintenance of information technology solutions
- Knowledge of project management and business analyst principles supporting a diverse user community
- Strong understanding of performance measures, cost/benefit analysis, and ROI
- Knowledge and experience with Crystal reporting including building customized queries
- Strong understanding of Microsoft Power BI tools and Microsoft 365 developer tools such as Power Automate and Flow
- Basic understanding of GIS and ArcGIS including integration with other software
- Advanced to expert knowledge of Microsoft Office, MS Outlook and MS SharePoint platforms, to provide technical support and leverage these technologies to meet business unit needs
- Ability to relate to users at all levels, provide training and support, and initiate and facilitate effective relationships with internal and external contacts
- Maintains a high degree of confidentiality when working with business application users and departments to develop customized queries and reports

- Ability to anticipate and balance multiple demands and priorities and meet deadlines
- Ability to think logically and analytically in a problem-solving environment
- Ability to demonstrate a motivated approach to work including the ability to plan, prioritize and work under pressure to meet deadlines
- Ability to stay current on new technology and industry initiatives related to potential technical enhancements and/or economic benefits
- Ability to write and execute SQL queries
- Proven experience in developing and maintaining customer relationships including delivering results in a timely, high quality manner
- Strong verbal and written communication skills to facilitate meetings and convey technical information to a diverse audience
- Demonstrated cultural and social awareness and ability to foster and promote diversity, equity and inclusion both internally and within the community to which they serve.
- Strong research, resource coordination and documentation skills

EMPLOYEE SIGNATURE

This is to certify that I have read this job description:

Print Name

Signature

Date