

WSCC staff will proactively and consistently demonstrate honesty, fairness, respect, sensitivity, and timeliness when working with our clients, partners, other stakeholders, and each other.

The WSCC is a complex service delivery organization and depends heavily on reliable, efficient information systems to achieve core business objectives. The WSCC's mandate covers both the Northwest Territories and Nunavut. As such, the incumbent must take into consideration remote, regional needs to support employees in Yellowknife, Inuvik, Iqaluit, and Rankin Inlet.

The Analyst reports to the Manager, Information Systems and works collaboratively with the Information Systems unit. This position investigates and documents the business rules, processes, and constraints of the WSCC information-processing environment, and develops plans and specifications for business system design. The Analyst plays a key role in the efficient implementation of strategic business and information systems within the Information Services (IS) infrastructure. This position ensures that services to stakeholders are not compromised by the inability of employees to use their system resources efficiently and effectively, as they are critical to the delivery of WSCC responsibilities under the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

Bridging the gap between WSCC operational knowledge and out-sourced technical expertise, the Analyst assists WSCC management and front-line staff with all aspects of the formal System Development Life Cycle (SDLC), from business case development to system implementation. The Analyst is also responsible to generate and compile reports based on findings, complete with probable causes and possible solutions to systems issues.

This position analyzes the needs of business units by liaising with them to explore the information needs, evaluate options, provide recommendations, implement strategic business and information system plans, and participates in formal audits and reviews to meet service standards. The Analyst occasionally provides guidance and direction to employees, and is responsible for smaller to medium scale projects and portions of larger projects.

The recommendations and decisions of the Business Systems Analyst can significantly affect the operations of the WSCC. Such recommendations can have a direct impact on the integrity of data and information, which includes the security, availability, and capacity of systems. Failure of these systems seriously impairs the WSCC delivery of programs and services to stakeholders.

RESPONSIBILITIES

1. Investigates and documents business rules, processes, and constraints relative to the WSCC information processing environment.

- Facilitates the change process, both technical and social, by the use of project management and people skills.
- Collaborates in the planning, design, development, and deployment of new applications, and enhancements to existing applications
- Prepares WSCC information processing business planning initiatives on an annual and ongoing basis.
- Researches opportunities for new technologies (IT as a business driver), including opportunities that are consistent with the WSCC's business plan.
- Investigates the implications of legislation, policy and regulation frameworks for new and existing automated systems.
- Contributes to the development of business cases and facilitates acceptance testing.

2. Analyzes business unit information needs and provides recommendations.

- Liaises with business units to analyze change requirements, and meet their information needs.
- Coordinates and facilitates between project work groups and business units.
- Uses project management systems to facilitate the change process.

3. Implements strategic business/information systems plans with involved stakeholders.

- Conducts high level investigations of IT strategies, requirements, and opportunities.
- Evaluates and pilots new technologies. Develops plans and specifications for business system design.
- Leads design sessions in prototyping new systems to enhance business processes, operations, and information process flow.
- Reviews and analyzes the effectiveness and efficiency of existing systems, and develops strategies for improving or further leveraging these systems.
- Plans, supports, and manages group work in area of specialization.
- Participates in test environment and data set design to assess system delivery.

4. Participates in formal periodic audits and milestone reviews.

- Maintains integrity, security, and accessibility of data.
- Contributes to and maintains a consistently high standard of documentation.
- Prepares and delivers reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems.
- Creates system design proposals, models, specifications, diagrams, and charts to provide direction to in-house and outsourced developers.
- Ensures business solutions meet WSCC service standards.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of the Systems Development Life Cycle, systems development tools, techniques, and application planning.
- Ability to motivate others to achieve project goals.
- Working technical knowledge of object oriented programming languages.
- Ability to manage change and its effects on the organization and project resources.
- Demonstrated ability to develop processes.
- Ability to use existing data or network models to meet application development requirements.
- Ability to define high-level requirements for other software developers and IT professionals.
- Extensive practical knowledge in querying data for use in report software, spreadsheets, graphs, and flow charts.
- Ability to assess software change requests and complaints.
- Strong negotiating skills, including mediation and conflict resolution.
- Understanding of project management techniques.
- Understanding of scheduling tasks as related to software development.
- Ability to establish effective working relationships with key stakeholders.
- Ability to recognize and escalate problems and opportunities in a timely manner.
- Excellent verbal and written skills with the ability to provide clear, concise, and professional responses.
- Ability to work in a rapidly changing environment.
- Excellent analytical, mathematical, and creative problem-solving skills.
- Ability to participate willingly, support team decisions, be flexible, and do an equal share of work.

Typically, the above qualifications would be attained by:

Completion of a Bachelor's Degree in Computer Science or Management Information Systems, and a minimum of two years systems or business analysis experience.

WORKING CONDITIONS

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

As normally associated with an office environment.

Environmental Conditions

As normally associated with an office environment.

Sensory Demands

As normally associated with an office environment.

Mental Demands

Mental stress related to tight deadlines; several complex projects occurring at one time and continued dependency on IT for the organization to maintain normal operations.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

Official Language Considerations (check one)

- Not required
- Bilingual required (state language):_____

CERTIFICATION

Title: Business Systems Analyst

Position Number(s): 97-9842

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<hr/> <p>Supervisor Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<hr/> <p>Senior Manager</p> <hr/> <p>President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<hr/> <p>Date</p> <hr/> <p>Date</p>
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____