

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Business Systems Analyst	
Position Number(s)	Community(s)	Division/Region(s)
97-9922	Yellowknife, NT	Corporate Services

PURPOSE OF THE POSITION

The Business Systems Analyst (Analyst) defines, develops, tests, analyzes and maintains new software applications in support of the achievement of business requirements. The incumbent works closely with external vendors and WSCC service areas to develop plans and specifications for business system design. The Analyst works with internal Information Systems (IS) staff to ensure that applications and services are customer focused; accessible and reliable; innovative; value driven; and provide continuous improvement.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the Workers' Compensation Acts of the Northwest Territories and Nunavut.

The Analyst position is located in Yellowknife and reports to the Manager, Information Systems. This position ensures that services to stakeholders are not compromised by the inability of employees to use their systems 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.

The IS infrastructure supports the efficient implementation of strategic business and information systems. The Analyst evaluates and analyzes information needs and change requirements, and provides recommendations to ensure successful implementation of IS projects.

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 Business Systems Analyst is also responsible for generating and compiling reports based on the findings, complete with probable causes and possible solutions to systems issues. The incumbent may be required to provide functional guidance, direct staff, and will be responsible for small and medium projects, or portions of large projects.

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

RESPONSIBILITIES

1. Investigate and document business rules, processes, and constraints for WSCC information systems.

- Facilitate the change process, both technical and social, by the use of project management and people skills.
- Collaborate in the planning, design, development, and deployment of new applications and enhancements to existing applications.
- Research opportunities for new technologies (IT as a business driver), including specific opportunities that are consistent with the WSCC's business plan.
- Investigate the implications of legislation, policy and regulation frameworks for new and existing automated systems.

2. Ensure that the business needs of the stakeholders are considered, effectively evaluated and that issues and problems are addressed.

- Liaise with business units to analyze and meet their information needs.
- Participate in consultation sessions with clients and stakeholders to encourage sharing of information.
- Provide guidance to development team with resolution of problems in the production environment and provides advice related to changes to existing functionality and their impacts.
- Assist in the analysis of information needs and changes requirements.
- Coordinate and facilitate between project work groups and business units.
- Use project management systems to facilitate the change process.
- Identify system deficiencies and emerging business system requirements and recommends how system may facilitate change initiatives.
- Work closely with stakeholders and system/security analysts to define business requirements by facilitating focus groups and coordinating requirements identification working sessions.
- Translate business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, policies and user needs are addressed

- Contribute to the development of business cases and facilitate Acceptance Testing.
- Develop User Acceptance Testing (UAT) strategies and plans, including managing the UAT process by determining participants, providing tester training, and managing the issue resolution process.

3. Participate in formal periodic audits and milestone reviews.

- Ensure maintenance of overall integrity, security and accessibility of data.
- Contribute to and maintain a consistently high standard of documentations.
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems.
- Create system design proposals.
- Create systems models, specifications, diagrams, and charts to provide direction to in-house and outsourced developers
- Ensure service standards are met in business solutions.

WORKING CONDITIONS

Physical 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.

Environmental Conditions

As normally associated with an office environment.

Sensory Demands

As normally associated with an office environment.

Mental Demands

The Analyst is faced with tight deadlines, resulting in frequent stressful periods.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of SDLC, systems development tools, techniques, and application planning.
- Ability to motivate internal clients and team members to achieve project goals.
- Ability to manage change and its effect 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 software developers and IT professionals.
- Extensive practical knowledge in use in report software, spreadsheets, graphs, and flow charts.
- Ability to assess software change requests and complaints.
- Knowledge of project management principles, methodologies, processes and best practices.

- Demonstrated consulting and interpersonal skills.
- Understanding of scheduling tasks as related to software development
- Ability to recognize and escalate problems and opportunities in a timely manner.
- Excellent communications skills (speaking, writing and listening).
- Ability to work independently as well as contribute effectively in a team environment.
- Ability to pro-actively identify concerns, issues, and potential solutions and recommendations.
- Organizational and time management skills.
- Ability to work in a rapidly changing environment.
- Excellent analytical, mathematical, and creative problem-solving skills.

Typically, the above qualifications would be attained by:

The successful completion of a Bachelor’s Degree, in Computer Science, with two years of Business Systems Analyst experience.

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

French language (check one if applicable)

- French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Business Systems Analyst

Position Number(s): 97-9922

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Manager</p> <p>_____ Senior Manager</p> <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>	<p>_____ Date</p> <p>_____ Date</p> <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: _____