JOB DESCRIPTION

TITLE: **BUSINESS ANALYST/PROJECT MANAGEMENT SPECIALIST**

DEPARTMENT: **Information Technology**

LEVEL: **15**

Position Last Evaluated: Nov 2018
Job Desc. Last Updated: Nov 2023

JOB SUMMARY

Under the direction of the Director, Information Technology, the Business Analyst/Project Management Specialist is the department's knowledge lead for business analysis and project management. The incumbent works both internally with the department and with client departments to analyze current business practices, identify opportunities for process improvement or technological change, and assist in evaluation and business case development for proposed projects. The incumbent develops and maintains appropriate project governance structures and methodologies for use across all technology portfolio projects, provides recommendations and mentorship to develop and maintain strong project management competencies across the Information Technology Department, and acts as project manager on large technology projects.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides expert knowledge, mentorship, training, and implementation of business analysis and technology project management to the Information Technology Department and the organization as a whole.

2. Provides functional direction, training and guidance to project staff and stakeholders. Plans, schedules and monitors project work and performance. Provides orientation to new or temporary staff.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

3.   Performs business analysis. Ensures that client business requirements are appropriately defined, prioritized, and communicated. Makes recommendations regarding development, implementation, alterations, or refinement of business processes and applications. Works with clients to research and write business cases for projects.

4.   Performs project management. Develops, coordinates, and performs work on a variety of projects. Develops project specifications, provides accurate project task completion estimates, assesses, and monitors project tasks and deliverables, provides technical guidance, and coordinates the work of project staff. Monitors project performance against the triple constraint, ensuring that projects are delivered on time, on budget, and as specified.

5.   Performs business process analysis and mapping, identifies opportunities for process improvement and implementation of best or best-fit practices, writes departmental, and corporate procedural documentation reflecting business processes.

6.   Acts as client liaison for core business applications. Develops an understanding of business processes, and provides a communications bridge between subject matter experts and technology staff. Acts as an alternate subject matter expert as knowledge of City systems is developed.

7.   Provides consultant supervision. Makes recommendations with respect to the need for consultants and prepares Terms of Reference, assigns the work of consulting resources and ensures quality control by monitoring and reporting on progress to ensure that the work objectives are met.

8.   Provides specialist documentation and guidance. Writes presentation-quality documentation and user instructions for business applications.

9.   Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough understanding of and practical experience in the application of Business Analysis best practices for technology-based initiatives.

Thorough understanding of and practical experience with application of the Project Management methodologies including but not limited to waterfall (ex. PMI-PMP) and Agile (ex. Scrum, Kanban) for technology-based initiatives.

Thorough understanding of business process mapping, quality assurance, user acceptance testing, and change management.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to communicate with tact and diplomacy when handling contacts of a difficult, specialized or sensitive nature for purposes such as influencing, persuading or securing the cooperation of others.

Ability to use conflict resolution skills.

Some knowledge of the functions of the City departments and their requirements.

Ability to learn and adapt to new and changing technology to meet the goals and objectives of the IT department, its clients and the organization.

Ability to plan and prioritize operational project tasks, perform under pressure, and meet deadlines.

Ability to effectively document processes and systems, prepare client documentation and provide updates via client meetings and presentations.

Working knowledge of business analysis, process optimization, and project management responsibilities for enterprise systems (e.g. ERP, asset management, Microsoft cloud-based services).

MINIMUM TRAINING AND EXPERIENCE REQUIRED

University degree in Information Technology, Finance, Business or directly related field.

Minimum of 4 years of experience in delivery of project management and business analysis expertise with technology-based initiatives (software applications, hardware system integrations) in enterprise environments.

Professional certification in project management (e.g. PMI-PMP, Certified ScrumMaster) and/or business analysis (e.g. PMI-PBA, IIBA-CBAP).

Or an equivalent combination of education and experience.

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Adheres to City policies and objectives.