BC HOUSING

JOB DESCRIPTION
MANAGEMENT EXCLUSION

1. Position No. 80623, 80189, 80556, 80258, 80275, 32109, 80545, 80621	2. Descriptive Working Title BUSINESS ANALYSIS MANAGER		3. Present Classification Excluded Management
4. Branch Corporate Services	5. Department Information Technology, Enterprise Business Systems	6. Proposed Classification	Date Revised: August 2018
7. Position No. of Supervisor 80023, 80257, 80546, 80482	8. Descriptive Work Title of Supervisor MANAGER, IT PROGRAMS MANAGER, BUSINESS SYSTEMS ANALYSIS MANAGER DATA ANALYTICS & INTEGRATION		9. Classification of Supervisor Excluded Management

SCOPE OF THE ORGANIZATION

The British Columbia Housing Management Commission (BC Housing) is a crown agency of the provincial government and is responsible for providing a range of housing programs for British Columbians in the greatest need. Its mandate includes: facilitating partnerships to develop quality housing options; allocating and administering rent assistance to British Columbians in need; overseeing the management of provincial housing properties and programs; and assisting the non-profit and co-operative housing sectors and local governments in providing affordable housing. BC Housing has an annual operating budget of more than $630 million and administers subsidies and rent assistance for about 89,000 households in communities throughout the province. BC Housing has set aggressive targets for reducing greenhouse gas emissions and other environmental impacts from existing operations and from new construction projects, and its employees are strongly engaged in environmentally sustainable actions. BC Housing is also responsible for the provision of Homeowner Protection programs and services.

Corporate Services is responsible for providing a full range of financial, administrative and information management, legal, program analysis and corporate planning services for the Commission. The Branch develops financial policies and controls, undertakes budgeting, accounting, reporting, cash management and investing activities, oversees mortgage administration for BC Housing and Provincial Rental Housing Corporation (PRHC), and provides construction financing through the Commission's status as a National Housing Act approved lender. The Branch is instrumental in creating financial and business solutions to promote and advance construction and development projects, and working with the non-profit housing sector in initiatives to maximize the allocation of funds and return on investments. The Branch is responsible for information technology development and operations, and for corporate administration including business support services, purchasing, risk management and insurance, facilities and records management, and FOI and Ombudsman liaison. The Branch also provides program analysis, corporate research/planning, and legal services and advice in advancing and supporting the achievement of Commission objectives.

POSITION SUMMARY

Reporting to a Manager, IT Programs, the Business Analysis Manager is responsible for providing business analysis and functional support for core BC Housing business systems, including but not limited to, Oracle - JD Edwards Enterprise One (JDE1), Siebel - Health Information Management Systems (HIMS) and SMART, Oracle Content - Electronic Content Management (SLICE), PeopleSoft – Talent Management System (TMS) and Payroll, Homelessness Services System (HSS), Housing Connections (HC), Central Property System (CPS), Licensing Information Management System (LIMS) and WebFOCUS - Business Intelligence / Data Warehouse (BI), Office365 and SharePoint.

The position provides applications support to Business Support resources, leads business process modeling, proposes new/enhanced business processes, documents requirements, collaborates on technical requirements and specifications, liaises with various IT development and support teams, supports development of business cases, chairs project meetings, manages moderate sized projects, monitors new installs and services, resolves problems, coordinates release notes documentation and training programs, participates in post implementation reviews and performance analyses.

MAJOR RESPONSIBILITIES

1. Provides coordination for the operations and maintenance of existing core business systems focused on solutions and services to meet Commission users' needs; conducts needs assessment and process facilitation with users to identify key organizational, information and interaction requirements; assesses and resolves issues and documents their resolution; reviews detailed design specifications, test plans and user documentation for functional and technical completeness and accuracy; works with BSM/C/As to identify training needs of end users and develops an ongoing training plan; coordinates report and application development activities ensuring compliance with established change control procedures; and works closely with key IT staff to ensure the systems are operating at peak efficiency and end users are satisfied with functionality and performance.

2. Ensures the seamless delivery of services to clients: monitors new installations and services; acts as the primary contact between clients and in-house service and support groups, contractors and vendors in resolving problems; facilitates the development of systems release notes documentation and training programs; and conducts post implementation reviews and performance analyses to assure the quality of the implementation.

3. Provides extensive testing of new reports, modules, enhancements and interfaces; participates in the testing phase of project teams whose interface(s) connects to the core business systems.

4. Provides consultation, advice and technical support to managers of the Commission in articulating their IM/IT requirements and ensuring their effective utilization of the core business systems; provides advice regarding IM/IT opportunities, trade-offs and broader issues arising from automating manual processes and/or changing information technologies.

5. Coordinates and participates in sessions with clients and key IT staff to identify client business objectives and collect and define business requirements; conducts detailed business analysis, performs GAP analysis on current application technology, leads business process modeling and helps the business develop "to-be" business processes based on industry best-practices and inherent system functionality.

6. Undertakes business process, feasibility, risk assessment, impact and cost-benefit studies to maximize or enhance the utilization of existing IM/IT systems, or assess the need for new systems to improve overall client service delivery and ensure achievement of business objectives. Assesses and advises on technological solutions, increased efficiencies and organizational impacts for various systems options including impacts on staffing resources, customer services, capital costs and training/educational requirements.

7. Develops and/or coordinates the development of technical specifications and requirements for new reports, systems or enhancements, utilizing process and data modeling techniques; acts as the link between the detailed business requirements and the application implementation/development and technical support teams.

8. Conducts research and provides support in the development and presentation of business cases and executive submissions for review and decision by senior management, sponsors and steering committees regarding major enhancements and development of new systems; participates in garnering support for projects, negotiating commitments for undertaking projects and assigning resources to project teams

9. Provides assistance and support to the Manager, IT Programs in chairing project initiation meetings to define project objectives, plan priorities and strategies, identify timelines and resource requirements, and select Project Team members

10. Participates in preparing Requests for Proposals/Quotes, administering the contractor selection process, preparing proposal evaluations, selecting contractors, and negotiating and preparing contracts

11. Manages moderate-sized projects, or portions of larger projects, throughout the project life cycle, ensuring progress in accordance with planned milestones and determining and implementing adjustments as required

12. Ensures staff, consultants and contractors comply with client requirements, standards and project priorities, and certifies work performed by contracted resources to release payment

13. Promotes and supports IM/IT business process integration across the Commission, leading to the streamlining of service, improvement in overall quality of program delivery and reduction in cost and time expenditures

14. Participates in the development of IM/IT plans, policies, processes and standards and provides input to the Commission's strategic business and information systems plans to address changes in business operations and opportunities for IM/IT interventions

15. Keeps current with IM/IT trends and researches to identify new and innovative general business management approaches that, when combined, could enhance the accomplishment of the Commission's business objectives

16. Conducts special studies, makes presentations and participates in task force and committee work

ORGANIZATION

There are two Managers, IT Programs, one Manager, Business Systems Analysis, one Manager, Data Analytics & Integration, and eight BAM positions.

Positions reporting to the two (2) Manager, IT Programs are five (5) Business Analysis Managers.

Positions reporting to the Manager, Business Systems Analysis are one (1) Business Analysis Manager, one (1) Q/A Analyst and one (1) Applications Support Analyst

Positions reporting to the Manager, Data Analytics & Integration are one (1) Manager, Business Applications Development, and one (1) Business Analysis Manager

Positions reporting into the HR Systems Program: one (1) Business Analysis Manager.

There are no positions formally reporting to the Business Analysis Manager. However, there may be the responsibility for managing small project teams and contractor resources at various times throughout the year.

QUALIFICATIONS

Education, Experience and Occupational Certification
University degree in Commerce/Business Administration or Information Technology from a recognized post secondary institution with 3+ years of Business Analysis experience, 5+ years of IT industry experience specifically focused on IT solutions and services and/or appropriate training/experience. Considerable experience in supporting enterprise-wide business systems. Experience with interfaces including troubleshooting issues. Demonstrated familiarity with a variety of information systems programs and business processes pertaining to accounting, procurement, maintenance and real estate management.

Knowledge, Skills and Abilities

Core Competencies
- Personal Effectiveness
- Communication
- Results Oriented
- Teamwork
- Service Oriented

Broad knowledge of business processes in a social housing environment, including finance, procurement, asset maintenance, project development and property management, and good knowledge and understanding of the Commission's structure and business operations.

Knowledge of project lifecycle concepts and the ability to apply them to small projects such as business process changes and data cleansing

Strong knowledge of IT standards, system development life cycle, and IT development environments

Proficiency in productivity applications such as MS Excel, MS Word, MS project and MS Visio

Extensive knowledge of Oracle technology including database and middleware

Familiarity with Microsoft's Office365 and SharePoint technologies"

Familiarity with hardware technologies (ie. servers, workstations, networks and operating systems)

Knowledge of feasibility, risk assessment, impact and cost-benefit analysis techniques and processes

Broad understanding of systems technology trends and the ability to critically assess and evaluate those trends as they apply to the organization.

Ability to plan and manage moderate-sized projects, or portions of larger projects, manage teams of staff and contractors in the development, change management and implementation of systems, and work cooperatively in a team environment.

Ability to take ownership of tasks and drive them through to completion

Strong skills in business requirements gathering, process modelling and solution architecting including writing business requirement documents and/or polish business documents

Well developed communication, analytical, problem solving, decision-making, organizational and time management skills.

Strong project management, leadership and facilitation skills and some negotiation and influencing skills.