

1. Position No. 80277, 80604, 81444, 81469, 81361	2. Descriptive Working Title Business Support Coordinator	3. Present Classification CL 6	
4. Branch Operations	5. Department Operations Support	6. Work Location Telework Eligible	Date Mar 2020 Revised Jan 2021; Nov 2021
7. Position No. of Supervisor 22155, 80339, 80768	8. Descriptive Work Title of Supervisor Business Support Manager	9. Classification of Supervisor Excluded Management	
10. Job Summary:			

Reporting to the Business Support Manager, the Business Support Coordinator supports assigned business area(s) with responsibilities such as: identifying and planning for training requirements for external clients, coordinating and maintaining their access to BC Housing systems, and providing training for staff on all systems. He/she/they undertakes various business processes, feasibility, risk assessment, impact and cost-benefit studies, assesses and recommends the need for new systems, monitors data interfaces, identifies and investigates errors, and resolves problems. The position provides first level help desk systems support for internal and external users.

11. Duties:

1. Coordinates and maintains external user access to BC Housing systems and information. Administers agreements, provides account management services related to user support and password maintenance, coordinates the intake of applications, and ensures systems are set up properly for housing partner users.
2. Identifies and plans for training requirements for external clients and users for BC Housing systems. Delivers training through a variety of means and formats for housing providers.
3. Provides ad-hoc and detailed training for BC Housing's Operations staff on assigned systems when additional support is required to supplement IMT training and user manuals.
4. Undertakes various business process, feasibility, risk assessment, impact and cost-benefit studies as directed and in support of the Business Support Manager (BSM). Assesses and recommends the need for new systems to improve overall service delivery and ensure achievement of business objectives. Works collaboratively with BSM and IMT in planning and coordinating initiatives, including assisting in system design, specification, testing and implementation.
5. Participates in the preparation and maintenance of user manuals and other related documentation.
6. Monitors data interfaces between systems; identifies and investigates the nature of any interface errors, resolves problems or communicates/refers issues and the required resolutions to appropriate staff.
7. Provides first level help desk systems support for both internal and external users; trouble shoots issues, provides solutions, and escalates to IMT when necessary.
8. Maintains up-to-date statistics on assigned systems. Investigates and addresses data integrity and irregularity issues
9. Provides systems reports, data extracts, and ad-hoc reporting and analysis as requested by business area.
10. Participates in providing systems guidance and expertise to working groups, committees and project teams.
11. Contributes to development and maintenance of goal plans for joint Operations and IMT systems projects.

12. Develops and maintains effective relationships within and outside the business area that lead to a thorough understanding of current and emerging business needs.
13. Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

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4. Education, Training and Experience:		

Substantial completion of a diploma in computer science, business administration, accounting, or other relevant discipline.

Considerable experience in the use of systems and business processes. Some experience with business analysis, business reporting design and development, data management, and new systems implementation.

Sound experience training adult learners in a workplace environment.

Or an equivalent combination of education, training, and experience acceptable to the employer.

5. Knowledge, Skills and Abilities

Core Competencies:

- Personal Effectiveness
 - Communication
 - Results Oriented
 - Teamwork
 - Service Oriented
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- Some knowledge and understanding of business analysis, business reporting design, data management and new system implementation
 - Ability to learn and understand BC Housing’s structure, business operations, housing programs and services, and clientele
 - Ability to learn, understand, and provide expertise in BC Housing mission-critical applications
 - Ability to provide system expertise, and plan and deliver system training to internal and external clients
 - Ability to plan and meet deadlines, adapt to changing critical priorities and work under pressure in a demanding and dynamic atmosphere.
 - Ability to establish and maintain effective working relationships internally and externally with housing partners
 - Ability to work independently, as well as in a team environment.
 - Proficient in the use of MS Office (Word, Excel, Outlook, PowerPoint)
 - Excellent analytical, investigative and problem-solving skills, with good attention to detail.
 - Excellent interpersonal, communication, and relationship management skills
 - Strong initiative, with ability to identify and assess issues and propose solutions, take ownership of tasks and drive them through to completion
 - Occasional travel throughout the province may be required.

6. Occupational Certification
