



Date: January 27, 2023

Competition: # 23-03A

**APPLICATIONS ARE INVITED
FOR THE FOLLOWING REGULAR FULL-TIME POSITION**

Position: Functional Analyst
Division: Technology Services
Reporting To: Project Manager, Enterprise Systems

Justice Institute of British Columbia:

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

Summary:

The Functional Analyst performs duties to support the enterprise systems department, with specific emphasis on the Finance and People & Culture system enhancements and related business processes. The Analyst must have a detailed understanding of business processes, along with system set up and system configuration options. A key skill of the Analyst is to map the requirements of the customer to the capabilities of JIBC systems. In this role, the Analyst will conduct business process reviews (including documentation of current processes, business requirements and solutions and implementation plans), play a key role in supporting the successful testing of system enhancements, and will assist in the development and delivery of staff training plans and support materials. The Analyst must be a proactive and capable problem solver, who can anticipate business problems, audit processes, recommend solutions, and assist with the development and implementation of "best fit" solutions that improve the efficiency of the functional area systems. The Analyst is expected to effectively relate to diverse learners and to provide a supportive environment that can facilitate adoption of the system.

Primary Responsibilities:

- Assists with the definition, planning and implementation of new systems and enhancements that are consistent with the goals and priorities of the functional area:**
 - Assists the functional area to review and document current system and business processes, establish business requirements and identify new business processes that are congruent with the goals and service standards of the functional area;
 - Lead stakeholder interviews, group facilitation and other requirements gathering exercises in-order-to

build process flows and business requirements;

- Documents project progress through the use of timelines and action lists and the maintenance of issues and follow-up lists;
- As delegated, leads system enhancement projects by researching, testing, recommending implementation strategies, documenting and guiding;
- Leads in the development of detailed testing plans and scenarios to ensure the successful implementation of system enhancements.

2. Evaluates Business Process and recommends solutions:

- Works with representatives from business areas to understand and resolve core and integration issues related to the system implementations;
- With consultation from the Project Manager, and in consultation with, the relevant committees and business units, develops and implements testing protocols and procedures;
- Conducts business process reviews, and audit processes for accuracy and data quality;
- Researches and recommends solutions that are efficient, easily maintained and have no negative impacts on other departments or established processes;
- Assesses and evaluates the impact of business solutions within the context of all functional area systems; able to recommend and explain such solutions to managers and coordinators;
- Initiates, reviews and implements appropriate process improvement across the organization, in consultation with departments.

3. Coordinates and delivers systems training that support business and system changes:

- Assesses system training requirements and schedules training;
- Develops training plans and training materials;
- Delivers and supports training activities;

4. Develops and maintains expertise needed to ensure a high level of service:

- Understands and maintains a thorough understanding of Institute policies and procedures that support functional operations;
- Develops and maintains a thorough knowledge of and proficiency in enterprise system functionality and other software applications such as ad hoc reporting tools;
- Keeps abreast of enterprise system changes and enhancements by using online resources and collaboration with external users and user groups.

5. Contributes to the development of a strong, efficient team and department:

- Provides input into the development and enhancement of business processes and procedures that improve customer service and the efficiency of the department;
- Maintains files, statistics and other records as appropriate.

Performs other related duties similar in scope and complexity.

Qualifications & Requirements:

Education & Experience Required:

- Bachelor degree in computer science or other related technical degree program. A Business Administration

or liberal arts degree is also acceptable if candidates have a strong computer background. Directly related Unit4 workflow design experience, including one year within a post-secondary environment in the specific functional areas (Finance and HR), or equivalent is an asset. Must have experience interviewing and gathering requirements independently in order to design and build system procedures. Having passed at least one accounting course at an accredited Canadian post-secondary Institution is an asset. Must have experience creating training materials and proven success delivering it to end users. An acceptable equivalent combination of education, training and experience will be considered.

Skills and Abilities:

- Must be able to assess the business needs of the organization and understand the impact of system changes in a complete integrated environment;
- Must be able to communicate and champion complete business and system concepts concisely and unambiguously to varying audiences;
- Experience interviewing staff in order to gain a thorough understanding of the required business functions within a business unit and experience redesigning, implementing and promoting changes to business processes in order to support staff;
- Must have experience with business process and analysis techniques;
- Must have experience with creating complex processes using swimlanes in MS Visio;
- Must have experience with delivering training and providing demonstrations in a virtual format to large audiences;
- Must be a self-starting and self-directed team player with strong collaboration, analytical as well as excellent interpersonal, organizational, communication and problem solving skills;
- Direct experience with integrated systems including business analysis, implementation, training, and reporting;
- Must be able to work well in a high pressure, ever changing, client-centered environment where deadlines are critical;
- Detailed knowledge and proficiency with an Enterprise Resource Planning (ERP) system and reporting tools as well as all MSOffice applications;
- A demonstrated understanding of and positive experience with change management and project management principles and strategies;
- Project manages system projects and supports system implementation initiatives using project management disciplines;
- Must have demonstrated experience with systems-thinking;
- Demonstrated excellent human relations skills such as effective listening;
- Excellent analytical, problem solving, collaboration and negotiation skills;
- Excellent presentation, written and verbal communication skills;
- Thorough understanding of functional area (e.g. Finance and Human Resources) processes and procedures;
- Proven ability to work as a team member;
- Excellent attention to detail.

Key behavioural competencies that will be assessed in the evaluation process in addition to the above noted requirements include:

1. Organizational and Planning Skills

2. Technical Skills and Abilities
3. Attention to Detail

Key behavioural competencies cont'd:

4. Interpersonal and Customer Service Skills
5. Prioritizing and Multi-tasking Skills
6. Verbal and Written Communication Skills
7. Analytical/Problem Solving Skills
8. Demonstrated ability to remain calm under pressure

Salary Range: \$2,406.06 to \$2,746.78 bi-weekly (BCGEU Position – Grid 23)

Posting Date: January 27, 2023

Closing Date: Open Until Filled

Please feel free to contact Michelle Szulc (mszulc@jibc.ca) for more information.

PLEASE SUBMIT YOUR RESUME TO HUMAN RESOURCES at hr@jibc.ca.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



LEARNING THAT TAKES YOU BEYOND