

**IMPORTANT: DATE STAMP THIS NOTICE AND POST IMMEDIATELY ON ALL BCGEU BULLETIN BOARDS. DO NOT REMOVE UNTIL AFTER THE CLOSING DATE BELOW.**

**LEGAL SERVICES SOCIETY  
POSTING**

**TO:** LSS STAFF (cc: BCGEU)  
**FROM:** HUMAN RESOURCES DEPARTMENT  
**POSITION:** APPLICATION ANALYST - VANCOUVER  
ONE REGULAR FULL-TIME POSITION  
**This position is on the modified workweek**  
**COMPETITION NO:** B048-18  
**DATE POSTED:** June 14, 2018  
**CLOSING DATE:** June 28, 2018  
**STARTING DATE:** ASAP  
**SALARY:** Job Class 18 (\$56,338 - \$64,441)

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**PRIMARY FUNCTION:**

The Application Analyst identifies and defines opportunities to improve business performance through process change and the use of information technology. This includes identifying the IT applications necessary to enable the change.

**The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.**

**DUTIES:**

- 1. CONDUCT ANALYSIS OF COMPLEX BUSINESS PROBLEMS TO BE SOLVED WITH AUTOMATED SYSTEMS:**
  - a) Assists with the design of software applications;
  - b) Coordinates and implements technology based solutions and procedural changes;
  - c) Provides quality assurance expertise during the testing and pre-production phases of system releases;
  - d) Works on project teams to develop small to medium sized information system initiatives and may act as lead on some projects; and
  - e) Provides tier 2 support for applications in scope and acts as an escalation point for applications related incidents.
- 2. RESEARCH AND ANALYZE SYSTEM AND USER REQUIREMENTS:**
  - a) Documents functional requirements for software development projects;
  - b) Advises and contributes to policy and procedures on information technology and information systems;
  - c) Keeps informed of changes to best practices in data analysis, process mapping and requirements gathering and recommends changes to LSS standards, guidelines and IT methodologies;
  - d) Provides end user application support for LSS business systems;
  - e) Implements testing plans and coordinates testing activities of development projects and systems integration projects;
  - f) Documents the impact to LSS business systems resulting from changes to business practices or functional changes to other systems; may contribute to recommendations resulting from the same;
  - g) Develops initial concepts through to completion, of post-implementation reviews to ensure customer satisfaction;
  - h) Reviews deliverables to ensure contractors and staff are delivering systems as specified and designed;
  - i) Prepares user guides and other end user materials (both printed and web-based);
  - j) Ensures systems are built according to specification and problems are resolved to users' satisfaction;
  - k) Provides support and maintenance of the production applications systems;
  - l) Assists with the preparation of project estimates, reports on costs, identifies issues and makes recommendations for resolutions;
  - m) Ensures that users of the LSS business systems and office automation tools receive adequate training and education;
  - n) Provides advice regarding LSS technologies;
  - o) Gathers and analyzes data;
  - p) Prepares reports and makes presentations related to the work performed;
  - q) Conducts product and market research to maintain up-to-date knowledge of developments in the information technology industry; and
  - r) Performs related duties as required.

**QUALIFICATIONS:**

**Basic requirements**

- grade 12 education supplemented by degree/diploma in Computer Science or related discipline
- minimum 5 years relevant computer experience, including experience in application support or application development and as outlined in rated requirements
- OR equivalent combination of education and experience

**Rated requirements**

- Considerable knowledge of the functions of departments served and their requirements as applied to information technology.
- Ability to interpret business requirements and the resulting functional impact to systems
- Knowledge of the principles and practices of administrative management and project management.
- Knowledge of departmental policies and procedures
- Ability to analyze reports, small systems, and interfaces to systems
- Knowledge of testing procedures and quality assurance processes
- Ability to establish and maintain effective working relationships with a variety of internal contacts and to provide advice and assistance on matters relating to the work.
- Ability to document, analyze and assess a variety of information, identify priorities and resources and propose alternative business processes.
- Ability to communicate effectively orally and in writing and to present proposals in non-technical language.
- Knowledge of computer hardware/software such as Windows Desktops and Server, MS Office, Outlook, CRM 2013, SharePoint 2013
- Excellent organizational skills
- Ability to organize workload, identify urgent work items, set priorities and multitask
- Ability to work under pressure with minimal supervision, and work as a team player

**We offer (based on your employment status and affiliation):**

- A competitive salary
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)
- Modified work week/flex time for some positions
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

**LEGAL SERVICES SOCIETY**  
**Human Resources Department**  
**Competition no: B048-18**  
**400-510 Burrard Street**  
**Vancouver, BC V6C 3A8**  
**Fax: (604) 682-0725**  
**E-mail address: [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)**  
**VISIT OUR WEBSITE AT [www.legalaid.bc.ca](http://www.legalaid.bc.ca)**

*We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.*