

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: SENIOR BUSINESS ANALYST
ONE REGULAR FULL-TIME POSITION - VANCOUVER
This position is on the modified work schedule
COMPETITION NO: B049-18
DATE POSTED: June 14, 2018
CLOSING DATE: June 28, 2018
STARTING DATE: ASAP
SALARY: Job Class 24 (Market Adjusted)
(\$66,728 - \$76,375)

PRIMARY FUNCTION:

To elicit, analyze, validate, specify, verify, identify and manage the true business needs of project stakeholders. To analyze business processes and opportunities resulting in the preparation of business cases, feasibility studies or other relevant deliverables that accurately articulate vision, scope, definition, etc.

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. ENGINEER USER/SYSTEM REQUIREMENTS IN SUPPORT OF TECHNOLOGY BASED INITIATIVES:

- a) Elicits requirements using a variety of contemporary requirements gathering techniques (e.g. interviews, document analysis, requirements workshops, JAD sessions, storyboards, surveys, business process descriptions, use cases, scenarios, business analysis, conceptual design, product analysis, process modelling, data flow modelling, task and workflow analysis and/or viewpoints;
- b) Develops detailed requirements specifications, articulating the true needs of the project stakeholders, which describe user interfaces, inter-system interfaces, use case scenarios, data validation, data models, business models, functional models, and other key business systems requirements applicable to the specific nature of the business opportunity at hand. Produces these requirements in an appropriate level of detail and manner suitable for use by those who must base their work on the requirements;
- c) Supports the design and development process as a subject matter expert and project stakeholder, ensuring that technical design is validated against business and functional requirements and facilitates design validation and product walkthroughs as required;
- d) Provides guidance and mentoring to staff and coordinates the activities of personnel less experienced with requirements engineering techniques to ensure the capture and documentation of functional requirements;
- e) Participates in peer reviews and inspections of requirements specifications;
- f) Liaises with technical development or software delivery teams;
- g) Provides an appropriate level of testing to confirm solutions address the requirements specifications; assists with the development of User Acceptance Testing (UAT) and other testing strategies;
- h) Participates in requirements prioritization and proposes new product features; and
- i) Establishes and implements effective requirements engineering practices. Assists with the development and continued enhancement of the organization's requirements engineering policies, procedures and tools.

2. PROVIDE SENIOR BUSINESS ANALYSIS SERVICES:

- a) Develops and maintains effective relationships with key business stakeholders (i.e. portfolio management) that lead to a thorough understanding of current and emerging business opportunities facilitated through the use of technology; contributes to the stakeholder's strategic goals and plans;
- b) Ensures business stakeholders understand IT strategies and objectives;
- c) Liaises with technology experts to ensure a comprehensive and practical review of alternatives has been conducted in response to complex business problems; provides clear and appropriate recommendations (i.e. solutions) addressing these opportunities;
- d) Leads, or assists with, the justification for investment in technology (i.e. business cases) articulating various alternatives and describing the impact and total cost of ownership;
- e) Educates business users and technologists on software development methodologies and best practices, ensuring these stakeholders understand their roles and are able to be successful; and
- f) Assist Program and Project Managers in the planning of projects from inception to deployment; manages projects and conducts post implementation reviews.

QUALIFICATIONS:**Basic requirements**

- Completion of a university degree in computer sciences or business
- Minimum 3 years related experience in business analysis and relevant experience as outlined in rated requirements
- OR an equivalent combination of education and experience

Rated requirements

- Ability to create, manage successful relationships and collaborate with others
- Ability to work effectively with shifting demands and rapid change
- Ability to manage challenging situations with diplomacy and leadership
- Strong business process engineering and modeling skills
- Strong analytical, problem identification and solving skills
- Considerable knowledge of contemporary requirements elicitation, analysis, specification, verification, and management practices and the ability to apply them in practice and through various software development methodologies
- Ability to critically evaluate the information gathered from multiple sources, reconcile conflicts and distinguish presented user requests from the underlying true needs; ability to distinguish solution ideas from requirements
- Strong understanding of business concepts and strategies
- Strategic thinking coupled with detailed business analysis abilities (big picture and small picture thinking)
- Familiarity with resources supporting requirements engineering (e.g. books, online resources, templates)
- Knowledge of software quality assurance practices, methods and related documents.
- Ability to conduct impact and readiness assessments and lead related change management
- Working knowledge of systems design, development process, project management and system lifecycle methodologies
- Knowledge of best practices in product management and planning
- Strong organizational skills including the ability to plan, coordinate and monitor a significant number of functions simultaneously
- Understanding of various software applications and technologies as well as their practical application and architecture in an organization
- Ability to act as a project manager for the development and implementation of systems.
- Ability to communicate effectively orally and in writing and to present concepts and solutions in non-technical language.

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

- A competitive salary
- 35 hour work week
- 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: B049-18
400-510 Burrard Street
Vancouver, BC V6C 3A8

E-mail address: resumes@lss.bc.ca

VISIT OUR WEBSITE AT 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.