SUNSHINE COAST REGIONAL DISTRICT   **JOB DESCRIPTION**

SYSTEMS ANALYST

EXEMPT (Y/N): No	**DIVISION:** Information Technology
SALARY LEVEL: Grid 1, Band 15 (Under Review)	**DEPARTMENT:** Corporate Services
LOCATION: All	**SUPERVISOR:** Manager, Information Services
APPROVED BY: Manager, Information Services	**DATE:** May 2025
Replaces: Business Systems Analyst	*DATE: October 2018*

SUMMARY

Under the general direction of to the Manager, Information Services (IS), the Systems Analyst provides selection, development, implementation and support of business systems and productivity applications. This position provides business process improvements through needs analysis, solution sourcing, application development and client support methods to meet evolving systems' needs.

KEY RESPONSIBILITIES *include:*

1. Leads or assist in the analysis, development, and enablement of business process improvements using business systems and information technology applications.
2. Consults with process owners, application users, and IT vendors to gain understanding of requirements and opportunities.
3. Evaluates and recommends new solutions, tools and methodologies for the development, application, and support of business systems and related IT infrastructure.
4. Configures and installs software, hardware, network connectivity, data storage, telecommunications systems, and related IT processes and standards.
5. Recommends and enables suitable improvements to business procedures, application solutions, and IT infrastructure.
6. Organizes the implementation of software upgrades by liaising with IT and user teams to install releases, conduct testing, deliver training and establish change management plans.
7. Plans and leads IT projects through all lifecycle phases including business justification, planning, requirements analysis, procurement, configurations, implementation, and sustainment.
8. Monitors and ensures timely, effective resolution of tickets in the software helpdesk.
9. Provides and/or coordinates training and materials for business and technical users on application orientations, processing techniques, reporting tools, issues resolution, and support channels.
10. Designs, develops, promotes, and maintains business intelligence solutions and application reports.

TYPICAL ACTIVITIES *include:*

1. Facilitates project and governance teams to maximize use of system features using process improvement analysis and system lifecycle support and sustainment.
2. Provides business process improvement and systems configuration recommendations and required changes to ensure applications meet service needs and technical requirements.
3. Coordinates internal and external resources to configure, test, integrate, and implement applications and enhancements.
4. Prepares documentation, project charters, implementation plans, system requirement definitions, business cases, system reviews, training materials, system configurations, support records, etc.
5. Identifies application and/or process problems through cause-analysis, industry research, and consultation with internal and external stakeholders; plans, executes, and documents resolutions.
6. Researches product knowledge of deployed solutions, upgrade paths, and IT trends/standards;

and makes recommendations about implications and opportunities.
7. Initiates, prepares, and delivers communication/presentations to process owners, project teams, governance bodies on design, implementation status, training, and support.
8. Coordinates business systems governance teams to facilitate continuous process improvement of applications, procedures, and sustainment plans.
9. Designs, develops, and maintains databases, data processes, and other tools to facilitate integrations, reporting, and data analysis across multiple business systems.
10. Performs a variety of configuration and maintenance tasks on business applications including scheduling upgrades, assigning user access privileges, and improving cybersecurity protocols.
11. Researches product knowledge of applications, upgrade paths, and IT trends/standards; and makes recommendations about implications and opportunities.

FORMAL EDUCATION, TRAINING AND EXPERIENCE
- Bachelor's degree in Computer Science, Software Engineering or Business/Public Administration, related IT certifications, PMP designation preferred.
- Minimum of five (5) years' relevant experience including but not limited to analyzing, developing and deploying complex integrated business systems, user productivity applications, business intelligence tools, programming methods, and system support/sustainment.
- Valid Class 5 BC driver's license.
- An equivalent combination of education, training, and experience may be considered.

OTHER SKILLS/KNOWLEDGE
- Proficiency with accounting ERP software and workflow automation techniques.
- Proficiency with Microsoft 365 applications, Teams, Teams Phone, and related productivity tools.
- Experience with process modelling, systems analysis, and continuous improvement methods.
- Strong problem-solving skills with the ability to analyze a situation, consider options and outcomes.
- In-depth knowledge of computer software coding, scripts and algorithms, and configuration.
- Ability to utilize databases, SQL query language, and data analysis/warehouse tools.
- Working knowledge of project management and ability to act as project leader in the development, implementation and support of business systems.
- Ability to facilitate/chair meetings to develop, capture and monitor the progress of action items.
- Ability to communicate effectively with internal and external contacts at all levels while maintaining a strong customer focus and collaborative team approach.
- Ability to manage conflicting deadlines and handle multiple tasks successfully.
- Knowledge of regulatory/legal requirements of software licensing and data privacy constraints.
- Maintain confidentiality where required, and access/use data only in relation to job duties.