## Position Identification

| Position Title | Application Analyst | | |
|---|---|---|---|
| Position Replaces | n/a | | |
| Position Level | Employee | **Position Code** | 1014 |
| Pay Group | Group 11 | **Date (last revised)** | Jan-23 |
| Supervisor Title | Supervisor, IT Enterprise Applications | **Sup. Position Code** | 1674 |
| Additional Requirement | CRC | N/A | |
| Division | Information Technology | **Flexible Work Arrangement** | Flexible Work |

## Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

**Our Mission:** Delivering transportation services you can rely on

## Department Summary

The IT Enterprise Applications team is at the forefront of maintaining and innovating business-critical applications, ensuring seamless integration and performance across on-premises and cloud platforms. We drive application sustainability and architecture advancements, aligning with the organization's mission. By collaborating with internal teams and vendors, we deliver secure, efficient, and cost-effective solutions, fostering continuous improvement and operational excellence throughout the organization.

## Job Overview

Reporting to the Supervisor for the Enterprise Application team, the Application Analyst will be responsible for providing technical support for business-critical applications and systems. Responsibilities includes carrying out software development lifecycles, patching, debugging, performing feature enhancement, and providing tier-2 technical support. This role will also produce, maintain, and enhance Ad-hoc reports using PowerBI, BI Publisher, SQL reports.

The Application Analyst is expected to establish and maintain regular contact and communication with both business application owners and end users while serving as a spokesperson for both the system and the IT department.

Contact and communication with vendors for support related issues as well as to staying informed on upcoming changes is another crucial requirement for this role. This allows the Application Analyst to maintain and enhance the product support documentation library and assist in delivering change requests by working with Supervisor and Senior Application Analysts in user requirement analysis and solution design.

## Key Accountabilities and Expectations

| Key Accountability | Expectation |
|---|---|
| **Application Support and Improvement** | • Provide 2nd tier technical and user support to BC Transit's business critical applications and systems through troubleshooting, tracking and triaging issues, performing problem analysis, participating in solution design and implementation, coordinating with vendors as appropriate, providing desk-side user supporting and training, developing both end user and technical documentation, and mentoring Service Desk staff in application support.<br>• Participate in and contribute to a continuously improving software development lifecycle (SDLC) by analyzing and documenting user requirements, tracking defects and enhancement requests, tracking code and code changes, participating in Unit and Integration testing, assisting with User Acceptance (UAT) Testing, planning, and documenting software releases, maintaining and enhancing the support documentation library, and maintaining regular contact with end users, third party vendors and BC Transit IT leadership. |
| **Application Development and Maintenance** | • Support and participate in system maintenance and enhancement by managing small work or enhancement request, performing research related to IT projects, standards and emerging technical solutions, assisting project teams in the preparation of business cases and the design, development, and implementation of systems and technologies.<br><br>• Assist with maintenance of the broader BCT IT infrastructure as required, including vacation and sick relief. |
| **Business Intelligence and Reporting** | • Support user and corporate decision making by analyzing user information requirements, specifying, and documenting reports, writing SQL queries, implementing reports and utilizing business intelligence tools such as Power BI, Oracle Discoverer, Crystal Reports, JD Edwards Report Writer, Hubble, continuously tuning SQL queries to improve efficiency, and ensuring solutions consider established security, data governance and privacy guidelines and policies. |

| | |
|---|---|
| **Stakeholder and Vendor Collaboration** | • Facilitate connections between business stakeholders and vendors, including raising tickets, troubleshooting, and establishing communication channels.<br>• Work with project management team to procure solutions that align with business needs from an application and developer prospective.<br>• Participate in project initiatives, offering expertise in application assessment and ensuring compatibility within IT Infrastructure. |
| **Additional Duties** | • Performs related duties in keeping with the purpose and accountabilities of the job |

| Summary of Qualifications and Job Specific Competencies | |
|---|---|
| **Education** | • University degree in in Software Engineering or a related IT discipline<br>• Cloud Provider or Microsoft Azure certifications would be considered an asset |
| **Experience** | • 5 years' experience working in information technology with knowledge of software development lifecycles (SDLC)<br>• 3 years' experience developing and supporting SQL reports<br>• An equivalent combination of education and experience may be considered |
| **Key job-specific competencies** | • Experience working with enterprise HR, Payroll, Finance or other business critical applications<br>• Experience supporting business critical applications using Cloud technologies such as Microsoft Azure, Google Cloud Platform and Amazon Web Services<br>• Experience with supporting and implementing solutions using Power App platforms would be considered an asset<br>• Experience supporting and implementing O365, M365 and Dynamic 365<br>• Experience utilizing a ticketing system to log issues, incidents, and requests<br>• Experience creating and updating knowledge base articles, end user documentation and technical guidelines<br>• Experience with Business Intelligence tools such as Power BI, Oracle Discoverer, Crystal Reports, JD Edwards Report Writer, and Hubble<br>• Demonstrated experience and discretion in the management of confidential employee and corporate information and systems which can affect payroll and cash flow<br>• ITIL and COBIT experience and training would be assets<br>• Oracle PL/SQL experience would be an asset |

| Willingness Statement | • Some evening and night work required as projects or demand requires<br>• Willingness to participate in on-call rotation for critical service outages |
|---|---|