


Position Identification			
Position Title	Senior Business Analyst		
Position Replaces	n/a		
Position Level	Employee	Position Code	1304/1871/1909/2008
Pay Group	Group 12	Date (last revised)	May-23
Supervisor Title	Supervisor, Technology Projects/Technical Program Manager	Sup. Position Code	1600/1780/1762/1907
Additional Requirement	CRC	TMA	
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

IT Business Services is dedicated to advancing BC Transit's strategic objectives through innovative technology solutions and robust data analytics. We focus on enhancing privacy and records management, enterprise data and analytics, project delivery and portfolio management.

We strive to foster innovation and are committed to streamlining business operations, drive data-driven decision-making, and ensure the seamless integration of technology with business needs.

Job Overview

The Senior Business Analyst is responsible for eliciting, analyzing, specifying, and validating the business needs of project stakeholders across the organization to support the successful delivery of technology projects.

This is accomplished through interviewing stakeholders, gathering, and compiling user requirements to convey to technology teams, developing test cases, and documenting processes and user acceptance throughout the project lifecycle. The Senior Business Analyst also develops

processes, guides, and templates to ensure continuous improvement of the teams' processes and functions.

This role relies heavily on systems thinking, analysis, strong communication, and developing trusting relationships with colleagues throughout the organization. You will be deeply embedded in the responsibilities of multiple departments, work closely with subject matter experts to assess requirements, collaboratively develop solutions to the identified business needs, report on progress to senior levels of the organization, and propose recommendations to solve complex program issues to senior leaders.

As a senior member of the team, mentoring other business analysts to support professional and personal development is another important part of the role. This position also advises team leaders (supervisors, managers, directors) on best practices and identifying opportunities for improvement.

Key Accountabilities and Expectations

Key Accountability	Expectation
Innovation	<ul style="list-style-type: none">• Research, review, and analyze the effectiveness and efficiency of existing requirements gathering processes and develops strategies for enhancing or further leveraging these processes• Conducts research on software and hardware products to meet agreed-upon requirements and to support purchasing efforts
Leadership	<ul style="list-style-type: none">• Leads the evaluation and review of business processes with stakeholders and Subject Matter Experts, anticipating requirements, uncovering areas for improvement, and change to support the successful completion of technology projects• Provide guidance and instruction to staff members as it pertains to BA methodologies, tools, documentation, and skill sets and provides training on their use
Stakeholder Relations	<ul style="list-style-type: none">• Effectively communicates insights, ideas, and findings to cross-functional team members and management, through presentations, meetings, and other formats• Provide guidance and instruction to staff members as it pertains to BA methodologies, tools, documentation, and skill sets and provides training on their use• Collaborate with project managers and project sponsors to determine project scope and vision of projects• Conduct interviews to gather and prioritize requirements through workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods, with an aim to translate stakeholder requirements into comprehensive user stories, process flows, functional and non-functional requirements

Technology	<ul style="list-style-type: none"> • Develops acceptance test cases and performs data integrity testing and user acceptance testing; develop decision tables, use cases, process flows and maintains a traceability matrix throughout the project lifecycle • Create process models, specifications, diagrams, and charts to provide direction to the project team
Additional Duties	<ul style="list-style-type: none"> • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	<ul style="list-style-type: none"> • University degree in Computer Science, English or a related field. • Certified Business Analysis Professional (CBAP) or equivalent training & certification • PMI membership (or recognized Project Management body) is an asset
Experience	<ul style="list-style-type: none"> • Five (5) years related experience in Business Analysis • Two (2) years' experience leading business analysis processes as a Senior Business Analyst on large projects in an enterprise IT environment • Demonstrated experience establishing and implementing Business Analysis methodologies, processes, and templates • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Knowledge and demonstrated application of common project management processes such as PMI, ITIL, IIBA BABOK. • Experience in overseeing the design, development, and implementation of software and hardware solutions, systems, or products. • Ability to create systematic and consistent requirements specifications in both technical and user-friendly language. • Ability to apply statistical and other research methods into systems, issues, and products as required. • Demonstrated communication, interpersonal and negotiation skills used to build and maintain strong working relationships with internal and external stakeholders. • Demonstrated ability to exercise sound independent judgment • Demonstrated analytical and problem-solving skills • Proficiency in Microsoft Word, Excel, PowerPoint, Visio, Microsoft Project, SharePoint