


Position Identification			
Position Title	Senior Functional Analyst		
Position Replaces	N/A		
Position Level	Employee	Position Code	1656
Pay Group	Group 12	Date (last revised)	Sept-24
Supervisor Title	Manager, Enterprise Business Systems	Sup. Position Code	1242
Additional Requirement	CRC	TMA	
Division	Information Technology	Flexible Work Arrangement	Flexible Work

Organizational Description
<p>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.</p> <p>Our Mission: Delivering transportation services you can rely on</p>

Department Summary
<p>The Enterprise Business Systems department comprises of the Enterprise Applications team and Enterprise Resource Planning team. The teams manage and maintain technology systems and software applications that support various business functions across the organization. Responsibilities include implementing, integrating, and supporting enterprise-wide systems like ERP, HRIS, and other business mission critical systems. The department ensures system stability, data integrity, and user proficiency through customization, maintenance, training, and security measures. The Department is crucial in driving digital transformation, streamlining processes, and supporting strategic decision-making within the organization.</p>

Job Overview
<p>General Description</p> <p>Reporting to the Manager, Enterprise Business Systems, the Senior Functional Analyst is responsible for the lifecycle, usage, and support of Enterprise Resource Planning (ERP) Systems. Including JD Edwards (JDE), Financial Systems, Reporting Solutions, and financial and asset related lines of business applications. The role provides advanced-level support and guidance for the JDE applications and integrated systems and the associated team members.</p>

The Senior Functional Analyst provides expertise in the overall architecture, design, Customer Experience (CX), general business process improvement, and the use of ERP Systems .

Security

The role leads the maintenance and support of the user, data, and integration security, and develops security models, policies, and documentation for ERP Systems.

Works closely with the Information Security team to develop and provide input into security programs, frameworks, models, and audits.

Project Management

The Senior Functional Analyst supports the development and execution of upgrades and new feature project plans for ERP projects. For example, creating, executing, and communicating project plans for new feature development and JDE Tools upgrades. The Senior Functional Analyst coordinates tasks and activities of other functional analysts, systems analysts, business analysts and JDE support team members to complete projects and major initiatives.

Facilitation

The Senior Functional Analyst facilitates and coordinates working groups and steering groups as related to JDE, and its integrated systems (JIS) . Works with business and IT colleagues to plan, design, implement, deliver, document and maintain the ERP systems.

Support

The position will be central to the escalation of JDE support issues, coordinating between technical and business colleagues for issues, and prioritizing the work of the ERP team.

Key Accountabilities and Expectations

Key Accountability	Expectation
<p>ERP Support</p>	<ul style="list-style-type: none"> • Perform advanced troubleshooting, serving as an escalation point for complex incidents • Advanced role in problem definition and management for functional issues. Provides guidance on system issues and incidents to other team members • Resolve system functionality issues in collaboration with IT colleagues and in accordance with IT change management procedures • Coordinate with BC Transit’s external suppliers to contribute to timely incident and problem resolution • Provides technical guidance to functional analysts and JDE support team members, escalating coordination and task assignments to the Manger • Develop and maintains releases and sprint planning sessions • Prioritize with the business customers and define the scope of development work of new features and functions. Guide and participate in JDE development tasks to its final products. I • Implement and maintain the system security modules and resolve system specific security and/or access issues

	<ul style="list-style-type: none"> • Monitor and report system usage and performance • Maintain and enhance performance of the systems • Perform technical testing of system upgrades and patches • Coordinate business testing of system upgrades and patches • Document incident and problem resolution and lead post incident reviews • Participate in risk and problem priority management
Portfolio Management	<ul style="list-style-type: none"> • Develop and maintain application and system roadmaps, create and manage product backlogs, and release/sprint plans in alignment with business system requirements • Identify business or technical training needs, collaborate on the development and delivery of user communication and education • Produce and maintain documentation for system administration, configuration, maintenance and training
ERP Security	<ul style="list-style-type: none"> • Performs security audits of ERP and related systems regularly • Lead the development, implementation, and maintenance of role-based access for JDE and JDE integrated systems • Liaise with the Finance department to ensure that adequate Segregation of Duties and Internal controls are in place for JDE and related systems • Reports on JDE system security information to BC Transit's Internal Security team and external auditors
Additional Duties	<ul style="list-style-type: none"> • Primary liaison between subject matter experts, business leaders, stakeholders, and IT • At the request of the Manager assist or lead initiatives and projects as required • Develops and provides input on training programs for JDE team members • Provides technical expertise and mentorship to the team while supporting orientation, and training • 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 business administration, finance, computer science, information management, information systems or a related field. • The following designation and/or certification is an asset: <ul style="list-style-type: none"> ○ ITIL Training ○ Project Management Training ○ Certified Scrum Master or other agile methodologies certification or training
Experience	<ul style="list-style-type: none"> • Five (5) years related experience at senior or progressive responsibilities using and administering JDE of which three (3) years JDE development experience • Experience in leading and/or participating in governance groups • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Strong interpersonal and facilitation skills with proven ability to collaborate with multiple stakeholders in cross-departmental projects • Knowledge of the principles, concepts and terms associated with data governance, data management and business intelligence • Strong knowledge of security principles: separation of duties, auditing and reporting requirements, and general IT security principles
Willingness Statement	<ul style="list-style-type: none"> • The position will be required to work non-standard hours to implement changes and provide support