



JOB POSTING

Date: May 17, 2022
Competition: # 22-42A

APPLICATIONS ARE INVITED FOR THE FOLLOWING REGULAR FULL-TIME POSITION

Position: Functional Analyst
Division: Technology Services
Location: New Westminster Campus
Reporting To: ERP Implementation Manager, Technology Services

Justice Institute of British Columbia:

Justice Institute of British Columbia (JIBC) is Canada's leading public safety educator with a mission to develop dynamic justice and public safety professionals through its exceptional applied education, training and research. JIBC offers internationally recognized education that leads to certificates, diplomas, bachelor's degrees and graduate certificates; exceptional continuing education for work and career-related learning and development; and customized contract training to government agencies and private organizations worldwide. Each year, over 36,000 students study at one of JIBC's six campuses in B.C., through online education, and at locations in more than 150 BC communities, as well as sites across Canada and around the world. Our education contributes to safer communities and a more just society by providing professionals with the knowledge, skills and abilities to excel at every stage of their careers and make a difference every day.

Summary:

The Functional Analyst performs duties to support the enterprise systems with specific emphasis on the Finance and People and Culture system enhancements and the business processes related to this. The Functional Analyst must have a detailed understanding of business processes along with system set up and system configuration options. A key skill of the Functional Analyst is to map the requirements of the customer to the capabilities of JIBC systems. In this role the Analyst will conduct business process reviews (including documentation of current processes, business requirements and solutions and implementation plans) and will assist in the development and delivery of staff training plans and support materials. The Functional Analyst must be a proactive and capable problem solver who can anticipate business problems, audit processes, recommend solutions, and assist with the development and implementation of "best fit" solutions that improve the efficiency of the functional area systems. The Analyst is expected to effectively relate to diverse learners and to provide a supportive environment that can facilitate adoption of the system.

Primary Responsibilities:

Assists with the definition, planning and implementation of new systems and enhancements that are consistent with the goals and priorities of the functional area:

- Assists the functional area to review and document current system and business processes, establish business requirements and identify new business processes that are congruent with the goals and service standards of the functional area;
- Lead stakeholder interviews, group facilitation and other requirements gathering exercises in-order-to build process flows and business requirements;
- Documents project progress through the use of timelines and action lists and the maintenance of issues and follow-up lists;

- As delegated, leads system enhancement projects by researching, testing, recommending implementation strategies, documenting and guiding;

Evaluates Business Process and recommends solutions:

- Works with representatives from business areas to understand and resolve core and integration issues related to the system implementations;
- With consultation from the Implementation Manager, and in consultation with, the relevant committees and business units, develops and implements testing protocols and procedures;
- Conducts business process reviews, and audit processes for accuracy and data quality;
- Researches and recommends solutions that are efficient, easily maintained and have no negative impacts on other departments or established processes;
- Assesses and evaluates the impact of business solutions within the context of all functional area systems; able to recommend and explain such solutions to managers and coordinators;
- Initiates, reviews and implements appropriate process improvement across the organization, in consultation with departments.

Coordinates and delivers systems training that support business and system changes:

- Assesses system training requirements and schedules training as required;
- Develops training plans and training materials as required;
- Delivers and supports training activities as appropriate.

Develops and maintains expertise needed to ensure a high level of service:

- Understands and maintains a thorough understanding of Institute policies and procedures that support functional operations;
- Develops and maintains a thorough knowledge of and proficiency in enterprise system functionality and other software applications such as ad hoc reporting tools; and
- Keeps abreast of enterprise system changes and enhancements by using online resources and collaboration with external users and user groups.

Contributes to the development of a strong, efficient team and department:

- Provides input into the development and enhancement of business processes and procedures that improve customer service and the efficiency of the department; and
- Maintains files, statistics and other records as appropriate.

Performs other related duties similar in scope and complexity.

Qualifications & Requirements:

Education & Experience:

- Bachelor degree in computer science or other related technical degree program. A Business Administration or liberal arts degree is also acceptable if candidates have a strong computer background;
- Directly related Unit4 workflow design experience, including one year within a post-secondary environment in the specific functional areas (Finance and HR), or equivalent is an asset;
- Experience interviewing and gathering requirements independently in order to design and build system procedures;
- Completion of at least one accounting course at an accredited Canadian post-secondary Institution is an asset;
- Experience creating training materials and proven success delivering it to end users;
- Experience interviewing staff in order to gain a thorough understanding of the required business functions within a business unit and experience redesigning, implementing and promoting changes to business processes in order to support staff;
- Experience with business process and analysis techniques;

- Experience with creating complex processes using swimlanes in MS Visio;
- Direct experience with integrated systems including business analysis, implementation, training, and reporting.

An acceptable equivalent combination of education, training and experience will be considered.

Knowledge, Skills & Abilities:

- Must be able to assess the business needs of the organization and understand the impact of system changes in a complete integrated environment;
- Must be able to communicate and champion complete business and system concepts concisely and unambiguously to varying audiences;
- Must be a self-starting and self-directed team player with strong collaboration, analytical as well as excellent interpersonal, organizational, communication and problem solving skills;
- Must be able to work well in a high pressure, ever changing, client-centered environment where deadlines are critical;
- Detailed knowledge and proficiency with an Enterprise Resource Planning (ERP) system and reporting tools as well as all MSOffice applications;
- A demonstrated understanding of and positive experience with change management and project management principles and strategies;
- Project manages system projects and supports system implementation initiatives using project management disciplines;
- Must have demonstrated experience with systems-thinking;
- Demonstrated excellent human relations skills such as effective listening;
- Excellent analytical, problem solving, collaboration and negotiation skills;
- Excellent presentation, written and verbal communication skills;
- Thorough understanding of functional area (e.g. Finance and Human Resources) processes and procedures;
- Proven ability to work as a team member;
- Excellent attention to detail.

We offer a total compensation package that includes Extended Health and Dental Benefits, and enrollment in the Municipal Pension Plan after six months. In addition, we offer 15 vacation days annually (pro-rated in first year), as well as generous other leave entitlements.

Salary Range: \$62,772 to \$71,662 annually (BCGEU Position – Grid 23)

Posting Date: May 17, 2022

Closing Date: May 31, 2022

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #22-42A, via email to hr@jibc.ca.

Please feel free to contact Michelle Szulc at mszulc@jibc.ca for more information about this position.

Justice Institute of British Columbia is an equal opportunity employer and is interested in broadening the diversity of its staff. We encourage applications from visible minorities, Indigenous peoples and persons with disabilities.