

POSITION DESCRIPTION

Role: Business Analyst

Team: Information Technology

Category: Employee, Full-time

Work arrangement: Vancouver (preferred) or Victoria office, option for hybrid home/office arrangements

Territorial Acknowledgement

The offices of the College of Health and Care Professionals of British Columbia (CHCPBC) are located on the ancestral and unceded territories of the Coast Salish Peoples — specifically, the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and səliwətaɫ (Tsleil-Waututh) Nations — the ləkʷəŋən (Lekwungen) Peoples — represented today by the Songhees and xʷsepsəm (Esquimalt) Nations — and the WSÁNEĆ (Saanich) Peoples — including the BOKĆEĆEN (Pauquachin), STÁ,UTW (Tsawout), WJOŁEŁP (Tsartlip), and WSÍKEM (Tseycum) Nations.

Position Summary

As CHCPBC continues to streamline and integrate the operations of the seven legacy colleges, we are actively developing, implementing, and monitoring records and information management (RIM) policies and procedures. In parallel, we are also working on consolidating data and applications inherited from the legacy organizations.

We are seeking a Business Analyst to support and bring numerous initiatives to completion. This is a significant and impactful opportunity to contribute to a major organizational transition of CHCPBC.

Supervisory & Reporting Responsibilities/Relationships

Reports to: Manager, Information Systems

Direct supervision: N/A

Duties & Responsibilities

1. Collaborate with internal and external partners to gather, analyze, and document



- requirements for new systems, enhancements, and process improvements.
2. Support the decommissioning of legacy server-based systems and the adoption of cloud-based SaaS platforms.
 3. Analyze and streamline business processes to improve efficiency and reduce redundancy across departments.
 4. Assist in the development and implementation of IT policies, procedures, and standards.
 5. Contribute to the completion of Privacy Impact Assessments (PIAs), Security Risk and Threat Assessments to ensure compliance with data protection regulations.
 6. Contribute to the execution and roll out of new IT/IM and security initiatives,
 7. Work closely with internal staff and external partners to ensure solutions align with the organization's overall strategy.
 8. Facilitate workshops, meetings, and presentations to communicate findings and recommendations.

Qualifications/Skills

Education and Technical Training

1. **Experience:** Minimum of 5 years of practical experience as a Business Analyst preferably within the public sector or healthcare organizations.
2. **Certification** in Business Analysis (e.g., CBAP, PMI-PBA) and any Office 365 or Azure certifications would be considered an asset.
3. **Technical Expertise:** Working knowledge of Office 365, SharePoint, and related tools. Exposure to records management systems and understanding of best practices for data/systems migration.
4. **Analytical Acumen:** Demonstrated problem-solving abilities with a capacity to analyze and manage large datasets efficiently.

Preferred Qualifications and Skills

1. Proven experience as a Business Analyst in IT or IM environments.
2. Strong understanding of cloud technologies, particularly Microsoft Azure, Office 365, and Entra ID.
3. Experience with SaaS transitions and decommissioning of legacy systems.
4. Familiarity with IT security frameworks and privacy regulations.
5. Excellent analytical, problem-solving, and communication skills.
6. Ability to manage multiple priorities in a fast-paced environment.
7. Experience drafting IT Policies, Standard Operating Procedures and Change Requests.
8. Experience contributing to Privacy Impact Assessments.
9. Knowledge of enterprise architecture and IT governance.



10. Familiarity with Agile Project Management methodologies
11. Familiarity with British Columbia's Freedom of Information and Protection of Privacy Act (FIPPA).
12. Strong commitment to public safety and upholding the standards of professional practice.
13. Awareness of the *Health Professions Act* and *Health Professions and Occupations Act* and their application to the work of CHCPBC.
14. Awareness of the Declaration on the Rights of Indigenous Peoples Act (2019) and Action Plan (2022-2027) and their application to the work of CHCPBC, including awareness of a distinctions-based approach related to Indigenous Peoples.
15. Awareness of and commitment to learning and understanding the Truth & Reconciliation Commission's 94 Calls to Action (2015), the In Plain Sight Report's 24 recommendations specific to healthcare in BC (2020), and the 231 Calls for Justice in Reclaiming Power and Place: National Inquiry into Missing and Murdered Indigenous Women & Girls Final Report (2019) and how they intersect across the health care system.
16. Commitment to ongoing learning related to Indigenous cultural safety and humility.

Desired Personal Attributes:

1. **Collaborative:** Contributes to an organizational culture that promotes mutual respect, teamwork, and service excellence.
2. **Detail-Oriented:** Keen eye for detail to ensure the accuracy and integrity of data throughout the migration process.
3. **Organizational Skills:** Highly organized, capable of working both independently and part of a team.
4. **Proactive Attitude:** Self-starter with a proactive approach to identifying and resolving potential issues. Driven by a commitment to continuous improvement.
5. **Demonstrates cultural humility** and fosters and maintains an organizational culture that promotes mutual respect, teamwork, and service excellence.
6. **Communication:** Excellent verbal and written communication skills. Capable of articulating technical information to a non-technical audience and providing robust support to colleagues.
7. **Flexibility: support may be required outside of typical working hours** to maintain/upgrade systems and associated infrastructure and at times on short notice, to restore services as required.

Salary & Benefits

1. The full-time compensation for this position is \$94,009-\$117,512 annually based on a 37.5-hour work week.



2. The starting salary will be determined based on factors such as the successful candidate's job-related knowledge, skills, experience; salaries of other employees in the same salary range; market conditions and other relevant factors.
3. The College provides competitive compensation, a defined benefit pension under the Municipal Pension plan, and an attractive benefit package.
4. We have a flexible work environment that includes a hybrid/remote work model, and offer flexible time off according to current College policy.
5. We offer opportunities for personal and professional development; provide flexibility; and provide a collaborative and dynamic work environment where innovation, teamwork and creativity are highly valued.

The College deeply values and celebrates diversity, understanding that it is not just about representation, but about the active inclusion, empowerment, and support of individuals with a wide range of skills, backgrounds, identities, and lived experiences. We acknowledge that diversity is essential to our success and resilience, and we strive to build an environment where every individual is recognized, respected, and provided with the space to thrive. We honour and actively support employees who identify with a broad spectrum of communities, including but not limited to, those who self-identify as First Nations, Metis, Inuit/Inuk, Black, racialized persons, 2SLGBTQIA+, gender diverse, disabled, and neurodivergent individuals.

Our commitment goes beyond representation - we aim to create a culture of belonging, where diverse perspectives are not only heard but celebrated, and where people feel safe, valued, and supported. We are dedicated to fostering an open, welcoming and inclusive work environment where all employees can bring their full, authentic selves to their work. We recognize that true diversity requires the active dismantling of systemic barriers and the continuous support of equity deserving groups.

As a College, we aspire to employ, support, and empower staff who reflect the rich diversity of the communities we serve across British Columbia, ensuring that our team is representative and responsive to the varied needs and lived experiences of those who rely on our services.