

BUSINESS SYSTEMS ANALYST

**Health Insurance BC
MAXIMUS BC Health, Inc.
Victoria, BC
Regular/Full-Time**

MAXIMUS Canada has an immediate need for various levels of Business Systems Analysts.

The Business Systems Analyst (BSA) is an Information Technology (IT) specialist who evaluates IT applications and systems, business functions, processes, and procedures to identify areas for improvement. The BSA works closely with programmers and developers to design and integrate computer-based maintenance or development solutions which will meet the business needs of the client and stakeholders, including Operations and Information Technology staff.

Within the systems development life cycle domain, the BSA typically serves as a liaison between the business side of the client and Operations, the IT department, and external service providers. The role of the BSA is to apply analytical skills to business requests (which are often high-level or lacking in detail) and communicate these business wants/needs in a clear and unambiguous manner. The BSA shall take into account technical constraints when defining business requirements in order to ensure the requirements can be achieved. For example, the BSA will need to consider security constraints, potential data conversion requirements, and existing technology including the database and application software. To support this requirement, the BSA shall work with the Application Maintenance, Development, and Infrastructure teams - including external service providers. Typically, BSA's work on multiple simultaneous application releases.

Within the Project Life Cycle (PLC) domain, for small to medium size projects, the BSA shall work with the Project Management Office (PMO) Manager as required to prepare the necessary documentation for presentation to the Senior Management Team. Once approved, the BSA would perform Project Management duties along with BSA duties. For larger projects, the BSA may assist the assigned Project Manager (PM).

The successful candidate will have a degree from an accredited college or university, with major coursework in systems analysis, information systems, computer science or a related field, and have experience successfully implementing and supporting enterprise applications.

Experience in one or more of the following areas is highly desirable:

- HL7 messaging
- Health Insurance or Pharmacy Industry
- Application maintenance and development processes and methodologies including release planning, business systems analysis and documentation, business process reengineering, and business case development and status reporting
- Borland Caliber RM, Silk Test, and/or StarTeam
- Experience with the application landscape that supports the British Columbia Ministry of Health.
- Computer Associates AION or other rules engines

To be the successful candidate, you must be self motivated and possess good organizational, communication, and interpersonal skills. You must also be able to perform in a fast-paced, team based, system support and deliverables-oriented work environment. You must be comfortable working closely with clients and other stakeholders as well as with the programmers, developers, and external service providers who build and maintain the system. The successful candidate will also be sensitive to customer service standards, deadlines, and to the impact your work has on both overall application support service levels and on client and stakeholder satisfaction.

The successful candidate will be a problem solver who can methodically analyze and resolve business challenges within budget, and who is comfortable seeking peer and supervisory guidance on complex business analysis challenges. You must possess a desire to learn and adopt new processes for continual improvement, to conduct research and analysis activities to improve analysis skills, and to keep abreast of new methodologies and processes.

Salary will be commensurate with experience and qualifications.

We thank all applicants for their interest, but only those short listed will be contacted.