

## Business Analyst and Project Support



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 15, 2024  
Published : Jul 15, 2024  
Employment Status : Full Time  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

BC Emergency Health Services

BC (Remote)

Regular, Full Time, Permanent, Non-Contract

BC Emergency Health Services (BCEHS) is hiring a Business Analyst and Project Support.

### Role Summary

In accordance with the Mission, Vision and Values, and strategic directions of PHSA safety, including both patient and employee safety, is a priority and a responsibility shared by everyone at PHSA's Agencies/Divisions/Services, and as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position. The Business Analyst and Project Support leads the analysis and documentation of business requirements to support projects for designated programs/services. Works in close collaboration with other stakeholders to develop business systems enhancements, business solutions, or business processes. Functions as a Subject Matter Expert (SME) to project team through performing gap analysis of systems and business process mapping including the identification of linkages to other business systems. Provides key contributions to the development of solutions to ensure that business processes and/or project deliverables are consistent, accurate, and timely. Participates in and contributes to strategic planning. Develops project plans for the design, development, and implementation of new business processes, and supports the transition from current systems, practices and processes to an integrated system, common practices, and standardized processes with current or improved functionality.

### What you'll do

Ensures key results are achieved in accordance with the project plan by analyzing current business systems and processes, generating ideas and formulating recommendations/options, and supporting members of the project in reaching decisions that are within project scope and timelines.

Implements or contributes to the implementation of effective processes to assess project risks, identify risk mitigation strategies and monitor risk throughout the project lifecycle. Supports the Manager/Team Lead by providing regular updates on the progress as well as any areas of risk associated with the completion of the project both within the project scope and the timeline. Provides professional expertise to staff, departments, stakeholders, and guidance regarding standard process for project management.

Reviews, analyzes and defines current/future state processes and contributes to the development of specifications and testing for all identified development, system modifications, and installations.

Provides user support, advice and orientation. Develops content, as required, for training modules, delivers training, and provides and guidance to system users and department staff.

Develops and maintains online course content as required. Develops and maintains various business processes, policies and procedures, as well as reference documentation such as user instructions, manuals, and reference materials.

Provides support to colleagues and users during the development, maintenance and operation of various computer systems by performing duties such as troubleshooting system software problems and testing alternative solutions.

Participates in the formal data collection and analysis to help identify system deficiencies and/or operational inefficiencies in order to report and develop new ways of improving business efficiencies including the data analysis related to business case developments, project proposals, and other key strategic and transformative initiatives.

### What you bring

#### Qualifications

A level of education, training, and experience equivalent to a Bachelor's degree in Health Information Science, Computer Science, or a related discipline, plus three to five (3-5) years recent related experience which includes project planning, analysis and implementation. Public Service and Health Sector experience and knowledge an asset.

#### Skills & Knowledge

Demonstrated ability to carry out business process mapping and fit gap analysis.

Excellent interpersonal, oral, and written communication skills with the ability manage multiple interactions with multiple groups while working on multiple issues at the same time.

Superior analytical, problem-solving and system analysis skills. Proven ability to plan and execute projects with stringent timelines.

Ability to work effectively as part of a team.

Demonstrated ability to provide professional expertise to staff, departments and BCEHS stakeholders, and guidance regarding standard processes for project management.

Demonstrated ability to provide user support, advice and training, and other user liaison services.

#### Indigenous Cultural Safety and Diversity

Knowledge of Canadian colonial impacts on Indigenous people in social and health contexts, supported by significant knowledge of Canadian and Indigenous ideologies, including knowledge, and understanding of Indigenous cultural safety, cultural humility, Indigenous-specific racism and anti-racism.

Awareness of and commitment to learning and understanding the Truth & Reconciliation Commission's 94 Calls to Action (2015), In Plain Site Report (2020), BC's Declaration on the Rights of Indigenous Peoples Act (2019), and Reclaiming Power and Place Missing and Murdered Indigenous Women & Girls calls for justice, and how they intersect across the health care system. Supports team members on their learning journey, ensuring education strategy for team/department to implement Indigenous Cultural Safety at a practical level.

Works collaboratively with appropriate Indigenous teams/departments to ensure ICS lens applied holistically.

Commitment to upholding the shared responsibility of creating lasting and meaningful reconciliation in Canada as per TRC (2015) and BC's Declaration on the Rights of Indigenous Peoples Act (2019).

Knowledge of social, economic, political and historical realities impacting indigenous communities and familiarity with Indigenous Cultural Safety and anti-racism and accompanying reports (BC DRIPA, TRC, etc.)

While BCEHS would consider a foundation in Indigenous cultural safety to be a strong asset for consideration, our commitment to enhancing Indigenous cultural safety includes providing all employees with access to resources and training programs in partnership with San'yas Core Health Indigenous Cultural Safety Training and Anti-Indigenous Racism Response Training.

#### Core Competencies

**Demonstrates Character:** Models personal and organizational values, and communicates in an honest and transparent manner.

**Assesses & Evaluates:** Measures and evaluates outcomes. Holds self and others accountable for results, and course corrects as appropriate.

**Communicates Effectively:** Adjusts style based on audiences and situations, using respectful and open communication.

**Demonstrates Critical Thinking:** Using a process-focused approach, identifies root causes rather than focusing on the symptoms.

**Self-Awareness:** Understands the impact your attributes and emotions have on performance of self, others, and organization

**Builds Teams:** Fosters environment of cooperation, support and knowledge sharing

### What we do

BC Emergency Health Services (BCEHS) provides provincial emergency medical care and patient transfer services, as a part of the Provincial Health Services Authority (PHSA). BCEHS brings compassionate, equitable, and professional emergency care, interfacility transfers, and community health-care services to people in communities across British Columbia.

BCEHS is committed to employment equity, encouraging all qualified individuals to apply. We recognize that our ability to provide the best care for our diverse patient populations relies on a rich diversity of skills, knowledge, background and experience, and value a safe, inclusive and welcoming environment.

Reconciliation is an ongoing process and a shared responsibility for all of us. The BC Governments' unanimous passage of the Declaration on the Rights of Indigenous Peoples Act was a significant step forward in this journey—one that all health authorities are expected to support as we work in cooperation with Indigenous Peoples to establish a clear and sustainable path to lasting reconciliation. True reconciliation will take time and ongoing commitment to work with Indigenous Peoples as they move toward self-determination. Guiding these efforts Crown agencies must remain focused on creating opportunities that implement the Truth and Reconciliation Commission Mandate.

### What we bring

Every PHSA employee enables the best possible patient care for our patients and their families. Whether you are providing direct care, conducting research, or making it possible for others to do their work, you impact the lives of British Columbians today and in the future. That's why we're focused on your care too - offering health, wellness and development programs to support you - at work and at home.

Join one of BC's largest employers with province-wide programs, services and operations - offering vast opportunities for growth, development, and recognition programs that honour the commitment and contribution of all employees.

Access to professional development opportunities through our in-house training programs, including +2,000 courses, such as our San'yas Indigenous Cultural Safety Training course, or Core Linx for Leadership roles.

Enjoy a comprehensive benefits package, including municipal pension plan, and psychological health & safety programs and holistic wellness resources.

Annual statutory holidays (13) with generous vacation entitlement and accrual.

PHSA is a remote work friendly employer, welcoming flexible work options to support our people (eligibility may vary, depending on position).

Access to WorkPerks, a premium discount program offering a wide range of local and national discounts on electronics, entertainment, dining, travel, wellness, apparel, and more.

**Job Type:** Regular, Full-Time, Permanent, Non-Contract

**Salary Range:** \$ 67,861 - \$ 97,550

**Typical Hiring Range:** \$ 67,861 - \$ 84,826

The starting salary for this position would be determined with consideration of the successful candidate's relevant education and experience and would be in alignment with the provincial compensation reference plan.

**Location:** BC (Remote)

**Closing date:** July 19, 2024 10:00am PST

Requisition #169214

**Contact:** [excludedrecruitment@bcehs.ca](mailto:excludedrecruitment@bcehs.ca)

As per the current Public Health Order, full vaccination against COVID-19 is a condition of employment with PHSA as of October 26, 2021.

**Internal Applicants:** You MUST include your resume and cover letter in the system to complete your application. Please COPY and PASTE your resume and cover letter into the applicable text boxes provided as per the instructions in this Getting Started Guide Brainhunter.com.

If you also choose to additionally upload these documents, and you encounter any difficulty, please email [support@talentflow.com](mailto:support@talentflow.com) or call 1-877-223-1833. Please DO NOT call or email the HR or recruiting department with this as they will not be able to help you with the technical aspects of the career site, and are unable to attach documents to your profile for you.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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