

POSITION TITLE:	Programmer/Analyst	POSITION NUMBER(S):	
UNIT: (e.g., Branch, Area, District)	Business Systems & Solutions	LOCATION:	Victoria
SUPERVISOR'S TITLE:	Director, Business Systems & Solutions	POSITION NUMBER	
APPROVED CLASSIFICATION:	IS27	CLASS CODE:	

PROGRAM

Consumer Protection BC is a statutory authority formed by the BC government with a mandate to increase industry and consumer involvement in consumer protection activities, enhance enforcement and oversight of key regulated industries, provide more emphasis on consumer education and problem prevention, and allow increased flexibility to focus on industry and consumer issues as they arise. The Authority operates under the Business Practices & Consumer Protection Act, the Cremation, Interment and Funeral Services Act and the Motion Picture Act.

Consumer Protection BC is responsible for delivering consumer protection services throughout British Columbia to promote fairness and understanding in the marketplace, and administers any Act delegated to the Authority to protect the public interest.

PURPOSE OF POSITION

The Programmer Analyst will be integral in the transformation of systems at Consumer Protection BC. This position will provide expert knowledge of optimal software architecture to build progressive systems and drive changes to fulfill the operational goals while maintaining the values of Consumer Protection BC.

The Programmer Analyst's role is to define, develop, test, analyze, and maintain new software applications in support of business requirements. This includes writing, coding, testing, and analyzing software programs and applications. The Programmer Analyst will also research, design, document, and modify software specifications throughout the production life cycle.

NATURE OF WORK AND POSITION LINKS

This position is part of a team responsible for guiding the implementation of systems and processes to enhance the operations of Consumer Protection BC. Leading and implementing the technical aspects of projects, the position will guide the decision-making process for future enterprise architecture. This individual is responsible for ensuring that the technical architecture is followed and that services necessary to meet the changing needs of the organization are implemented and maintained.

The Programmer Analyst will be responsible for interpreting and documenting business requirements, designing system solutions and integration services, and leverage both Agile & Waterfall SDLCs to deliver product solutions and enhancements. You will be developing and integrating software solutions with market leading software/frameworks, while collaborating with other teams and clients in analysing and developing solutions.

All employees at Consumer Protection BC are involved in upholding the values and strategy. The work that we do impacts consumers in BC and around the world.

SPECIFIC ACCOUNTABILITIES / DELIVERABLES

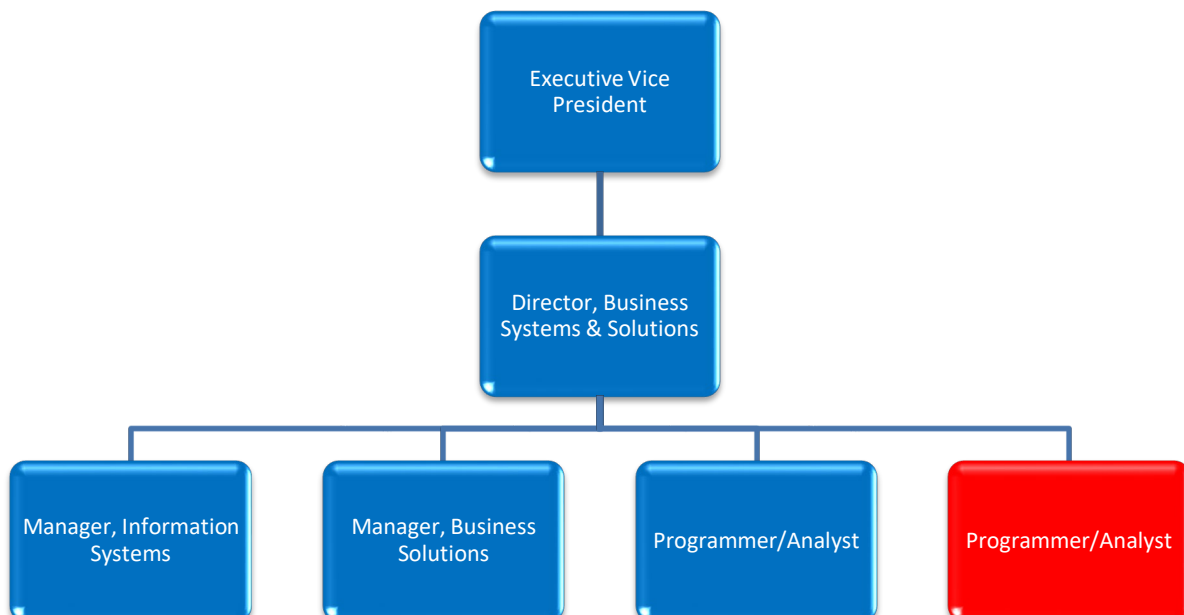
1. Leads the technical design, development, integration and implementation of custom applications and the development, testing and implementation of user and system interfaces and designs;
2. Leads or participates in the maintenance of software development standards, ensures compliance and makes recommendations regarding the approval of exceptions;
3. Designs, develops and tests application solutions to ensure specific design requirements are adhered to and meet stringent functional and performance specifications;
4. Ensures interoperability within a complex multi-faceted environment, including performance, security, stability, resource requirements, support requirements and monitoring;

5. Designs, develops and documents business system and procedural specifications and ongoing operational methods and ensures implications of new and/or enhanced applications are understood both by users and other systems professionals;
6. Monitors business functional areas to identify trends and/or emerging situations affecting existing systems and applications by analyzing user needs and requests and participating in formal business and procedural analysis; prepare proposals including costing/budget information, project plans and detailed functional specifications;
7. Develops and presents proposals and designs to user clients and other IS staff recommending improvements to business processes through use of technology;
8. Liaises with business analysts, users and others in defining design specifications and to ensure appropriate selection of technical architecture, efficiency of coding, test requirements, etc.;
9. Tests all systems components to ensure compatibility with quality assurance standards including their interface with other necessary ministry/government systems;
10. Provides primary support for the operation of systems by conducting diagnostic procedures to identify problems and devise solutions;
11. Determines project costs and infrastructure requirements to prepare for monthly forecasts;
12. Plans and controls changes and designs, codes, tests and implements system releases ensuring system and data integrity;
13. Works with internal and external experts to design, implement and maintain data and application architectures;
14. Researches best practices and new technologies and recommends innovative solutions to incorporate into existing systems;
15. Provides ongoing application support for incident management, change management and problem resolution, to correct errors or defects in existing applications;
16. Participates in relevant committees and working groups;
17. The position activates disaster recovery and business resumption procedures to protect data and ensure security compliance; implements and monitors, problem resolutions and change requests for all applications;
18. Manages application and related infrastructure security.

SPECIAL REQUIREMENTS

- Required to pass a criminal record check.

ORGANIZATION CHART



SELECTION CRITERIA

Education/Experience

- Diploma in information technology, computer science or related discipline, or equivalent combination of education and related experience;
- At least 3 years of work experience on system application projects using Microsoft .Net, Web services, SQL server and Microsoft Office 365;
- At least 3 years in development of and business and system requirements for Web based, Mobile Applications, Web Services based functionality;
- Experience with structured and object-oriented programming in a complex rules-based environment;
- Experience leading and participating in project teams including application developers, business area users and technical resources;
- Experience with, JavaScript (Angular), APIs, C#;
- Experience with Visual Studio and other development tools;
- Experience in data modelling, process modelling, CI/CD and/or business analysis techniques.

Knowledge

- Knowledge of application design and development life cycle;
- Working knowledge of application security and cryptography;
- Knowledge of project management concepts;
- Expertise in enterprise resource management systems, IT infrastructure systems and related software.
- Familiarity with desktop, server, application, database, and network security principles for risk identification and analysis;
- Familiarity with ITIL, OWASP and ISO20000 or other similar certifications/practices;
- Knowledge of records management and privacy, in particular related to public body obligations under the Freedom of Information and Protection of Privacy Act.

Abilities/Skills

- Superior oral and written communication skills;
- High attention to detail;
- Ability to influence and persuade others, and maintain effective working relationships with internal and external parties;
- Ability to adapt, manage and integrate changes to current operations;
- Ability to work with a team in supporting organizational strategies and priorities;
- Ability to effectively set and accomplish goals through the involvement and teamwork of others;
- Ability to organize and manage independently a high-volume workload while adjusting to changing priorities;
- Ability to reference and interpret changing IT landscapes and procedures to determine an appropriate course of action;
- Ability to obtain and provide clear, concise and complete oral and written information of a complex and technical nature while maintaining confidentiality.

COMPETENCIES

Area 1: Teamwork

Works co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals;

Area 2: Business Acumen

Understands business fundamental and sound practices. Applies knowledge of industry, market and business trends to prioritize activities and achieve superior results. A keen insight into how the organization works and how each part of the organization combines to achieve the desired outcomes;

Area 3: Service Orientation

Serves the organization’s customers, who may include co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations with best in class technical expertise;

Area 4: Analytical Thinking

Comprehends a situation by breaking it down into its components and identifying key or underlying complex issues;

Area 6: Problem Solving and Judgement

Analyzes problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

EXCLUDED MANAGER AUTHORIZATION

I confirm that:

- 1. the accountabilities / deliverables were assigned to this position effective: January 6, 2020.
- 2. the information in this position description reflects the actual work performed.
- 3. a copy has / will be provided to the incumbent(s).

NAME:

Tayt Winnitoy

SIGNATURE:

DATE: