

# Programmer / Analyst

**Unit:** Business Systems & Solutions

**Location:** Victoria, BC

**Supervisor's Title:** Director of Business Systems & Solutions

**Approved Classification:** IS 27

## Organization Summary

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we license and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws and educate consumers and businesses about their rights and responsibilities under the laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions as a result of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca).

## Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that ultimately make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, indigenous status, gender expression/identity, education, religion and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our stakeholders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

## General

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

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

The Programmer/Analyst interprets and documents business requirements, designs system solutions and integration services and leverages both Agile & Waterfall SDLCs to deliver product solutions and enhancements. Using market leading software/frameworks, the role develops and integrates software solutions while collaborating with other teams and clients.

### Position Links

- **Director of Business Systems and Solutions:** Receives direction, advice and assistance on IT policy and program implementation, identifies operational areas of concern, and prepares briefings. Formulates and defines objectives and scope to gather data and analyze business and end user requirements. Identifies opportunities for IT service improvements.
- **Manager, Business Systems:** Collaborates on infrastructure policies and procedures and works closely to identify and resolve information system issues. Provides information of business processes and business challenges for information systems planning and change request priority setting.
- **Manager, Business Solutions:** Collaborates on system enhancements and recommends updates to business processes. Provides information on industry standard software architecture, database modeling, and proposed system changes.

### Specific Accountabilities

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

- 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.
- 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.
- Develops and presents proposals and designs recommending improvements to business processes through use of technology.
- 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.
- Tests all systems components to ensure compatibility with quality assurance standards including their interface with other necessary ministry/government systems.
- Provides primary support for the operation of systems by conducting diagnostic procedures to identify problems and devise solutions.
- Determines project costs and infrastructure requirements to prepare for monthly forecasts.
- Plans and controls changes and designs, codes, tests and implements system releases ensuring system and data integrity.
- Works with internal and external experts to design, implement and maintain data and application architectures.
- Researches best practices and new technologies, and recommends innovative solutions to incorporate into existing systems.
- Provides ongoing application support for incident management, change management and problem resolution, to correct errors or defects in existing applications.
- Participates in relevant committees and working groups.
- 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.
- Manages application and related infrastructure security.

## Working Conditions

- May be required to travel within British Columbia.
- May be required to work some weekends and evenings.

## Special Requirements

- Required to complete a criminal record check.
- Required to sign Consumer Protection BC's Standards of Conduct.

## Organizational Chart



## Selection Criteria

### Education & Experience

- Post-secondary education in a related field (e.g., information technology, computer science **and/or** several years' directly related experience **and/or** a combination of formal training and experience.
- Three or more years experience on system application projects using Microsoft .Net, Web services, SQL server and Microsoft Office Suite, including Project and Visio.
- Three or more years in development of business and system requirements for web and mobile applications.
- 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 HTML, JavaScript, AJAX, and jQuery.
- Experience in a broad number of application development tools (Xamarin, Visual Studio, DevExpress, Git, etc.).
- Experience in data modelling, process modelling, and business analysis techniques.

### Knowledge, Skills & Abilities

- Knowledge of records management and privacy, specifically related to public body obligations under the *Freedom of Information and Protection of Privacy Act*.
- 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.
- Expert familiarity with desktop, server, application, database, and network security principles for risk identification and analysis.
- Familiarity with ITIL and ISO20000 or other similar certifications/practices.
- 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 leading, supporting and managing 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

- **Teamwork:** The ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Listening, Understanding & Responding:** The ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings and concerns of others.
- **Service Orientation:** The desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations.
- **Flexibility:** The ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups.
- **Analytical Thinking:** The ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Business Acumen:** Understanding business fundamentals and sound practices by applying knowledge of industry and business trends to prioritize activities and achieve superior results.
- **Problem Solving & Judgement:** Analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.