



BUSINESS SUPPORT ANALYST II

The business support analyst II (BSA II) is responsible for providing support to internal and external clients for business applications, questions, and service requests; participating in Business Support Desk functions; analyzing and researching requests/problems; liaising with business areas; recording results, solutions, and actions in the support desk tracking tool; coordinating and/or providing education to clients on self-serve tools; authoring, validating, maintaining, and promoting self-serve tools; producing, monitoring, and troubleshooting operational data reports; and providing support for related tools, processes, practices, and procedures. The primary focus is on data reporting related activities.

As a qualified candidate, you'll bring the ability to:

- problem solve and make decisions at a low to moderate level of complexity
- maintain technical and business skills and knowledge
- contribute to self-serve knowledge bases
- work on projects or initiatives as requested
- develop and provide end-user training and reference materials
- use effective time management techniques while following established processes and instructions to handle both project and operational tasks
- clearly and concisely communicate and present information verbally and in writing to a variety of audiences
- research, analyze, and summarize information accurately and effectively to produce documentation or reports

In addition, you'll have a:

- general knowledge of applications and database concepts and their structures
- working knowledge of Microsoft Office Products (including Word, Excel, and PowerPoint)

- general knowledge of data reporting principles, knowledge management, and WorkSafeBC practices
- general knowledge of self-serve applications, reporting tools, and database systems

Please note: This position requires a two year diploma in related technology and a minimum of three years directly related work experience in one or more of the following: systems planning, systems implementation, systems evaluation, work process evaluation, or knowledge management. Equivalent combinations of education and work experience will be considered.

Balance and wellness. As a leader in promoting healthy and safe workplaces, WorkSafeBC believes the health and wellness of our employees depends on a solid work-life balance. As a member of our staff, you'll have access to services that can help you get the most out of work... and life.

- **Health and fitness:** We offer many ways for you to keep healthy and fit. Our Richmond office includes a fitness program offering equipment and classes, and staff outside Richmond is reimbursed the cost of gym memberships.
- **Self-funded leave:** Contribute 20 percent of your salary annually for four years, then take the fifth year off and use your accumulated funds.
- **Earned Time Off:** Start with three weeks vacation, plus the ability to add another 13 days off.
- **Care and nurturing:** Take leave in one or more periods to a maximum of five years for the care and nurturing of your children.

More information on this position and how to apply is available at www.worksafebc.com/careers.