

# A CAREER BALANCING

# WORK LIFE



## BUSINESS SUPPORT ANALYST III

The business support analyst III (BSA III) is responsible for: providing second level support and services to internal and external customers for WorkSafeBC business applications; answering business questions; systems enhancements and project requests; educating or training customers on use of business applications and self-serve tools; and recording all support/service activities in a support desk tracking tool. The BSA III is also responsible for solving problems and making decisions that have a moderate to high level of complexity; communications, written and verbal; maintaining technical skills and knowledge; contributing to and maintaining self-serve knowledge bases; and working on or leading projects and initiatives as requested.

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

- Analyze information, anticipate and recognize problems and opportunities, creatively develop possible solutions, evaluate alternatives and, using sound judgment, make viable recommendations and decisions
- Develop and provide end-user training and reference materials
- Identify, analyze, and evaluate business and system requirements
- Prioritize, organize or schedule people or tasks;
- Appropriately prepare and present complex information in a clear and concise manner both verbally and in writing to a variety of audiences

### 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)

- Working knowledge of software installation, technical support, systems planning and development, systems implementation, knowledge management and process improvements

**Please note:** Applicants must have a two year diploma in a technology or related field and a minimum of six years of directly related experience in one or more of the following: systems planning, systems implementation, systems evaluation, work process evaluation or knowledge management; or an equivalent combination of education and work experience. This position's primary focus is on data reporting related activities.

**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 information on how to apply is available at [www.worksafebc.com/careers](http://www.worksafebc.com/careers).