



Advice of Position Vacancy

Date:	November 3,2022
Position Title:	Business Systems Analyst
Posting Number:	2022-35
Status:	Permanent Full Time – 5 days (35 hours) per week
Closing Date:	Please send your cover letter and resume to humanresources@drpeter.org Position will remain open until filled

The Dr. Peter Centre provides compassionate HIV care for people living with significant health issues including mental illness, trauma, substance use, unstable housing and poverty.

Through its day health, 24-hour care residence and enhanced supportive housing programs, the Dr. Peter Centre provides healthy meals, counselling, therapies, nursing, and a safe place for peer socialization and support. This integrated model of care successfully engages individuals in their health care, improving adherence to HIV treatment and overall health.

We are currently looking for a Business Systems Analyst to join our Clinical Programs department on a permanent full-time basis.

Position Summary:

Reporting to the Senior Director of Clinical Programs, the Business Systems Analyst provides services in support of system administration activities.

Key Responsibilities:

- Analyze software functionality and business processes to identify improvement opportunities.
- Gather requirements, maintaining, and enhancing proprietary system according to internal customer's needs.
- Increase system usage/capability and data collection by designing custom electronic forms and reports.
- Training staff and documenting any processes which employees need to follow to successfully work within our computing system or new technologies.
- Troubleshoot software issues wherever necessary and be the point of contact for handling tickets with IT and Software providers.
- Design custom reports using Jaspersoft (like Crystal Reports) and Tableau.
- Write SQL queries for pulling out statistics from within the system, as well as create reports for analysis of manual data.
- Set up system accounts for new users and maintain existing ones.
- Provide end-user support for software related issues or any other technical support when requested.
- Liaise with our IT and software vendors, external data programmers / database administrators and other organizations to execute data linkages.
- Other related duties as required.

Required Competencies:

- Two years of previous experience as a Business Systems Analyst, Business Analyst, or related role.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to understand business processes, implemented solutions, and train staff on them.
- Intermediate level in writing T-SQL queries. Willing to learn how to write, debug and enhance complex queries without supervision.
- Hands on experience with at least one reporting tools such as Crystal reports, SSRS, Jaspersoft, or equivalent education.
- Strong Microsoft Excel skills.
- General knowledge of Microsoft platform, network, servers, active directory, and Cloud.
- Ability to analyze system records and translate data into meaningful information.
- Highly analytical mindset.
- Ability to work independently and with a high level of accuracy with minimum supervision.
- Ability to multitask, prioritize, and manage time efficiently

Asset Qualifications:

- Hands on experience with SQL Server and complex SQL queries.
- Hands on experience with BI tools and reporting tools (e.g., Power BI, Tableau, QlikSense, Crystal Reports, SSRS).

Education:

Masters (or Bachelor's with 2 years' experience) in one of the following or related fields: computer science, business, data sciences, math, or the equivalent combination of education and work experience.

General Working Conditions:

This position requires flexibility and the ability to prioritize workload, and the ability to work in a fast-paced environment where demands and deadlines may change with short notice. Multitasking and flexibility are a must to meet deadlines, and to support many activities that may occur concurrently or without notice. Evening and weekend work may be required.

Enjoy a comprehensive benefits package, including RRSP matching plan, dental, vision care, extended health, life insurance, long term disability, 3 weeks annual vacation entitlement, generous sick & personal time accrual, and 13 annual statutory holidays.

Salary range: \$65,000 to \$75,000 per year plus benefits.

COVID-19 Restrictions:

- The Dr. Peter Centre is a long-term care facility that is subject to the Single Site Order (SSO) issued by the Provincial Health Officer in response to the COVID-19 pandemic; and
- Proof of full vaccination status against COVID-19 in British Columbia required.

Note: We thank all interested applicants. Regretfully, we are not able to respond to phone calls or emails, and we are able to respond only to those applicants who are being considered for an interview.