



# Advanced Solutions

a DXC Technology Company

Senior Request Analyst  
IS24

## Why Choose Us?

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Where will a career with Advanced Solutions take you? To the leading edge of information technology, working with industry partners from around the world. At Advanced Solutions you will work with outstanding people in a challenging and dynamic environment. We strive to provide you with the tools, the training, and the opportunity to take charge of your future and take advantage of change to maximize client service and work within a centre of excellence.

## The Opportunity:

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Advanced Solutions is looking for community-minded, energetic, progressive individual to join its Application Services department. Advanced Solutions' Application Services department is responsible for planning, developing, and maintaining the business systems for our various BC public sector clients. Many systems are considered mission critical government applications; used by over 1M users in multiple locations around the province and the general public accessing government information.

## Who you are:

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- Display a high level of effort, commitment, and mature judgment
- Maintain a professional and confidential manner at all times
- Trustworthy and responsible behavior
- Eagerness to learn and a willingness to accept feedback and direction
- Customer Focus
- Adhere to Advanced Solutions Core Values
  - Exemplify Professionalism: We uphold a respectful and respected workforce.
  - Embrace and Champion Change: We enthusiastically participate, collaborate, innovate, and welcome change.
  - Encourage and Take Initiative: We are an engaged and progressive workforce promoting personal and professional growth
  - Personify Integrity: We are reputable and productive which builds the foundation of our success

## Application Requirements

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### Must Have

- Degree in a related field (e.g. computing science, business) and two years of related experience; or Diploma in a related field (e.g. computing science, business) and three years of related experience; or Certificate in a related field (e.g. computing science, business) or program completion, or some course work, and four years of related experience; or five years of related experience;
- IT knowledge and at least two years of related experience interact acting with support teams and support organizations;
- Demonstrated strong organizational skills;
- Demonstrated ability to communicate concisely, both verbal and written at a level consistent with the audience's level of understanding;
- Clear communication at various levels; and
- Equivalent combinations of education, training and experience may be considered.

## Nice to Have

- Knowledge and understanding of ITIL'
- Knowledge in fathering of business requirements and development of business documentation;
- Knowledge of Business Analysis principles and practices;
- Basic knowledge of the principles, practices and tools of project management;
- Ability to communicate concisely, both verbal and written at a level consistent with the audience's level of understanding;
- Ability to build and maintain positive working relationships, work collaboratively with various teams and provide excellence in customer service;
- Strong organizational skills;
- Ability to communicate professionally and effectively with clients, other team members, supervisors, managers, and other business units, while maintaining professionalism and confidentiality;
- Excellent time management skills and the ability to set priorities to manage long term and short term goals to achieve the greatest return;
- Ability to work co-operatively and independently in a multi-team environment with minimum direction;
- Ability to work in high-pressure situations while demonstrating sound judgment and analytical skills; and
- Ability to accurately assess when issue escalation is required.

*Learn more about application requirements and review the full job description [here](#).*

## We take care of our people (what we offer):

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### Salary Package

- Employment Type: Full time, regular
- Union/Non-Union: Union-BCGEU
- Salary Grid Level: Level 24, Schedule 2
- Annual Salary: \$74,717.85-\$85,237.29 (based on 35 hour work week)
- Office Location: Role Specific

### Benefit Package

- 15 Vacation days, with entitlement increases with service
- Flexible work arrangements
- Modified work weeks are a part of our collective agreement
- Maternity, Paternity and Pre-Adoption Leave with option for top up
- Employee Assisted Program including paid counselling services for you and your family
- Paid sick leave for when life happens
- Extended health and dental
- Public Service Pension plan, matched by Advanced Solutions
- Excellent Rewards and Recognition Program

### Flexible Work Arrangements

- Schedules to fit your lifestyle
- Flexibility in location
- Hybrid work environments to ensure that you feel supported

## Diversity, Inclusion & Workplace Information

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We promote a diverse, equitable work environment and welcome employment applications from individuals of all backgrounds. Our employees enjoy competitive and comprehensive extended and group benefits and participate in a very progressive defined benefit plan through the BC Public Service Pension Plan.

We care about our people and are leaning into a workplace culture that supports a healthy work-life balance. Advanced Solutions is proud to be pivoting to become a remote and/or hybrid workplace. Employee's will have the option to work from anywhere within Canada, or from our Vancouver Island Technology Park Office in beautiful Victoria, BC, or a combination that suits their needs. To learn more about the Victoria Office, please visit the [VITP Information Site](#).

### How to Apply:

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Please ensure your application clearly identifies how you meet each of the stated qualifications, with particular emphasis on the education, training, and experience requirements. This information will be utilized in screening your application and determining whether you will be considered for the next stage of the recruitment process.

In your application/cover letter please indicate how you heard about ESIT Advanced Solutions (i.e., name of job boards, career fairs, word of mouth). Qualified candidates are invited to forward their cover letter and resume, noting the position title and where they saw the position advertised, to [Competition@dxcas.com](mailto:Competition@dxcas.com) by Thursday, December 1, 2022.

*An eligibility list may be created. Lesser qualified applicants may be under-implemented or appointed at a lower level.*

