

Position Title: Senior Business Systems Analyst / Product Owner

Classification: IS27

Department/Account: HIBC Services

Job Code: 00S50V

Work Unit: IMIT Operations

Job Title: Information Systems Officer N27-w40

Manager Title: Director, IMIT Operations

Last Updated: May 2026

DEPARTMENT OVERVIEW

As a part of the consortium team which consists of PBC Solutions, Advanced Solutions provides IMIT services to support the Ministry of Health's Health Insurance BC (HIBC) Services. Together, we are committed to the vision: "We empower British Columbians to achieve optimal health and wellness through effective, innovative and inclusive health benefits services."

All members of the team are required to deliver to the shared vision, guiding principles and intended behaviors. The Shared Vision guides the work we do and our Guiding Principles of honesty, integrity, reciprocity, autonomy, loyalty and equity, and our Intended Behaviors inform our relationships and sets the tone for how we work together.

DESCRIPTION

The Senior Business Systems Analyst / Product Owner performs business and systems analysis for various project and operational based initiatives, and performs the Product Owner (PO) who is primarily responsible for maximizing the value delivered by the Agile team by ensuring that the team backlog is aligned with customer and stakeholder needs. This position works with a range of stakeholders (internal and external teams) to elicit requirements and analyze processes to improve business systems and operational efficiencies, and is the customer centric voice for the team, focusing on building value by owning, prioritizing, and managing the team backlog and collaborating closely with all. This position will be resourceful and adept at running multiple tasks in parallel while still managing deliverables to completion within the assigned time frames, and aligns the team's efforts with the organization's overarching strategic goals and maximizes the value of the products they deliver.

This role uses exceptional organizational and communications skills to:

- Provide business consulting to enable effective decision making on information technology investments.
- Apply industry and information technology expertise to support proposals, feasibility studies, implementations, and new business development.

- Work collaboratively with clients and stakeholders to facilitate working sessions, research and elicit, analyze, validate, and document user stories/business requirements, and to ensure those requirements clearly reflect true business needs, and correctly represent all stakeholders/interested parties.
- Translate business needs into system/application user stories to support the development of solutions to business problems.
- Proactively identify and manage changes to requirements, identify risks and effectively manage expectations.
- Analyse, identify, and resolve system and technical incidents.

ACCOUNTABILITIES/DELIVERABLES

Provide leadership, consulting, and problem resolution

- Provide direction and mentoring to Business Analysts and Agile team members.
- Recommend approaches and solutions to resolve incidents and product delivery challenges.
- Identify opportunities, trade-offs, and broader issues arising from changing information technologies and evolving product needs.
- Provide, explain, apply, and interpret standards, policies, and practices.
- Guide teams and stakeholders in aligning business analysis practices with Agile delivery and product management principles.

Primary functions of role

- Lead gathering and documenting detailed business requirements from stakeholders.
- Interact with stakeholders to understand business processes customer needs, and product expectations.
- Serve as the voice of the customer, translating business needs into actionable user stories and backlog items.
- Work with stakeholders to analyze and validate requirements, ensuring they meet business and product objectives.
- Collaborate with Product Managers to understand product strategy, roadmap, and upcoming features.
- Own and prioritize the team backlog, ensuring alignment with ART objectives and Program Increment (PI) commitments.
- Break down features into well-defined user stories with clear acceptance criteria.
- Continuously refine the backlog based on feedback, business value, dependencies, and team capacity.
- Work with Technical Teams to ensure architecture, solution design, and technical specifications align with business needs.
- Create clear, concise, and traceable user stories and/or business requirements.
- Visualize the “bigger picture” and identify opportunities for continuous product and process improvement.

- Apply business systems analysis techniques such as facilitation, JAD sessions, workshops, interviews, business cases, process workflows, feasibility studies and data modeling.
- Analyze and recommend business process improvements that meet the needs of the business and align with strategic direction.
- Apply business analysis methods, principles, practices, and techniques in an IM/IT and Agile environment.
- Ensure business analysis activities and deliverables align to accepted best practices (e.g., SAFe, BABOK, PMBOK, ESIT-AS, Client).
- Support clients from analysis through to implementation and value realization.
- Recommend implementation strategies for IM/IT solutions and digital products.
- Ensures that all business area improvements meet both the needs of the business area and comply with the strategic direction of the client; and
- Provides business areas with alternative solutions, recommendations, and cost benefit analysis.
- Designs and develops project documents aligned with established methodologies.
- Oversees and acts as the project lead on small projects or product increments.
- Recommend appropriate approaches for successful implementation of IT solutions and products.
- Assist in developing and executing test plans and test scripts to ensure quality assurance.
- Champion adherence to Definition of Done and quality standards throughout delivery.

Collaboration Across Teams

- Work closely with Product Managers to communicate priorities, customer needs, and business context.
- Participate in and contribute to all ART events: PI Planning, System Demos, Inspect & Adapt, and PO Sync.
- Coordinate with Product Owners to manage cross-team dependencies.
- Align with System Architects to ensure technical feasibility and adherence to architecture standards.
- Coordinate with internal and business owners to ensure alignment on scope, priorities, and value delivery.
- Own and communicate the product vision at the team level, ensuring alignment with strategic goals and customer value.
- Partner with the team to remove blockers, clarify requirements, and maintain high-quality increments.
- Accept user stories based on Definition of Done and validate functional outcomes.
- Collaborate with Product Managers to understand product strategy, roadmap, and upcoming features.
- Break down features into well-defined user stories with clear acceptance criteria.

Customer & Stakeholder/Interested Parties Engagement

- Consult with and advise clients on business and product solutions.

- Guide business stakeholders through change and adoption of balanced system and product solutions.
- Gather and incorporate stakeholder feedback through demos, workshops, and metrics.
- Ensure transparency on progress, risks, and trade-offs.
- Facilitate leadership-level discussions impacting cross-functional Agile teams.
- Advocate for end-to-end user experience and usability.
- Assist with development of service level agreements and business plans with clients.

Quality, Metrics & Continuous Improvement

- Champion quality by ensuring clear acceptance criteria, robust testing, and adherence to standards.
- Use flow metrics, team performance data, and customer feedback to guide decisions.
- Contribute to continuous improvement through Inspect & Adapt and retrospective activities.
- Lead Agile delivery teams to deliver product increments that meet user needs and expectations.
- Create and maintain effective, prioritized product descriptions, delivery plans, and roadmaps.

Performs other related duties as required, including

- Works with leadership to assist with annual budget planning processes.
- Participates in planning of software maintenance releases; and
- Assists in the preparation of documents in support of procurement of goods and services.
- Other related duties as required

SUPERVISORY RESPONSIBILITIES

Direct (directly supervises assigned staff) 0

Indirect reports (supervises through subordinate supervisors) 0

PROJECT/TEAM LEAD OR TRAINING RESPONSIBILITY

Supervises students or volunteers: No

Provides formal training to other staff: No

Leads project teams: Yes

Assigns, monitors, and examines work of staff: Yes

FINANCIAL RESPONSIBILITY

Works with leadership to assist with annual budget planning processes.

SELECTION CRITERIA

Education and Experience

- Degree, diploma or certificate from an accredited college or university in Computer Science, BSc/BA in Business Administration or a related field with major coursework in systems analysis, or information systems, and with a minimum of 7 years experience in a similar role.
- Demonstrated experience performing business systems analysis (e.g., gathering business requirements; critical thinking, problem solving, data modeling, process modeling, developing business cases).
- Evidence of working on complex IMIT projects across multiple domains and in a multi-disciplinary team environment.
- Understanding and experience with the project lifecycle.
- Understanding and experience with Agile methodologies.
- SAFe Agile experience preferred.
- Demonstrated experience managing deliverables to schedule and scope; and
- Previous experience or exposure to BABOK and/or other process improvement methodologies would be an asset.
- Certified Agile Scrum Master considered an asset.
- 2+ years of experience as a Product Owner or similar role in Agile environments.
- Experience working within a SAFe (Scaled Agile Framework) environment is desired.
- Strong understanding of Agile principles, user story writing, and backlog management.
- Proven ability to collaborate with Product Managers and cross-functional stakeholders.
- Excellent communication, facilitation, and analytical skills.
- SAFe Product Owner/Product Manager (POPM) certification preferred.

Knowledge, Skills, and Abilities

- Knowledge of the principles, practices and tools of project management and the system development life cycle.
- Knowledge and understanding of Enterprise Architecture process and frameworks.
- Ability to communicate concisely, both verbal and written at a level consistent with the audience's level of understanding.
- Ability to accurately translate business requirements into functional user stories and requirements.
- Ability to understand technical specification documents; and
- Knowledge of Scrum techniques and artifacts (such as user stories, definition of done, automated testing, backlog refinement)

- Knowledge of Agile frameworks and methods (i.e., SAFE, Scrum, Kanban, XP), and understanding of software development life cycle models as well as traditional project management principles and practices.

Other Requirements

REQUIRED COMPETENCIES

- | | |
|-----------------------|----------------------------|
| • Customer Focus | • Building Effective Teams |
| • Integrity and Trust | • Priority Setting |
| • Ethics and Values | • Decision Quality |
| • Motivating Others | • Business Acumen |
| • Drive for Results | • Organizing |

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

Salary Package

- Employment Type: Employment Type: Full Time, Regular
- Union/Non-Union: Union - BCGEU
- Salary Grid Level: Level 27, Schedule 2
- Annual Salary: \$111,370.90 - \$127,197.57
- Office Location: Victoria, BC - Hybrid

Benefit Package

- 15 Vacation days, with entitlement increases with service
- Maternity, Parental 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

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