

We're looking for a **Business Systems Analyst** to join our team!

About Us

The Prince George Airport Authority (PGAA) is made up of a team of diverse people who are proudly working together to connect Northern BC to worldwide destinations. With a commitment to safety first and foremost, our team is dedicated to enhancing our region by providing an excellent airport experience while driving economic growth.

We acknowledge that the work of the Prince George Airport Authority takes place on the unceded, traditional territory of the Lheidli T'enneh. We acknowledge the need for meaningful consultation with Indigenous communities and the Prince George Airport Authority is committed to working towards meaningful reconciliation.

As an employer with a long history in our region, Prince George Airport Authority strives for a respectful workplace that reflects the diversity of the communities we serve. We support the Employment Equity Act and take measures to ensure fair employment practices and treatment of employees across our organization. We welcome applications from all qualified candidates, including women, Indigenous peoples, persons with disabilities and members of visible minorities. We encourage applicants to self-identify with a designated group(s) to support our team in filling gaps in areas where we can be more diverse. We are also happy to provide reasonable accommodation throughout the selection process and while working at PGAA.

About The Role

Reporting to the Director of Finance, the Business Systems Analyst works with senior managers and stakeholders to shape the long-term direction of systems and applications solutions. Leveraging your knowledge of architecture practices in various aspects like business, application, data, security, and infrastructure, you will assist in the assessment and documentation of business needs and the design and deployment of solutions. Bridging the gap between business operations and technology, you will be responsible for providing day-to-day IT support, troubleshooting, and maintaining all IT network infrastructure and hardware.

Maintaining a high level of integrity, good judgement, and accountability with a focused approach to achieving overall desired outcomes of the department, you possess a high level of professionalism and an ability to contribute to a positive culture based on mutual trust and respect while delivering results.

Key Responsibilities

- Perform business analysis work including workflow study, business information requirements and models including recommending technology-driven process improvements.
- Implement and maintain security measures to protect computer systems, networks, and data from cyber threats.
- Conduct regular security assessments, vulnerability scans, and penetration testing to identify and address potential weaknesses in the organization's systems and infrastructure.
- Provide orientation and training to end users for all modified and new systems.
- Document operational objectives by studying business functions, gathering information, and

evaluating output requirements and formats.

- Partner with business areas to assess reporting, analysis, and data visualization needs.
- Ensure and monitor master data integrity and accuracy through regular analysis and validation.
- Identify opportunities for cost reductions and increased productivity.

- Participate in implementation tasks up to and including process assessment, GAP assessment, solutions development, data migrations, testing, training, and go-live support.
- Assist in the evaluation and selection of software and technology solutions.
- Maintain all network infrastructure and hardware.
- Perform equipment lifecycle tasks (deployment, upgrades, repairs, recommissions, replacements, inventory updates and recycling).
- Respond to technical support inquiries, such as answering emails and incoming calls, and provide support to both internal and external clients for a wide range of technical, network and operating systems such as airport applications, hardware, mobile devices, and other wireless technologies.
- Create and maintain an IT Service Management Tool for documenting all calls, incidents, and requests.
- Prepare and present monthly reports related to IT systems and operations.
- Manage systems such as Proxy Card, CCTV Security, GRF and PA.
- Ensure compliance with regulatory requirements and company policies.

Qualifications

- Commitment to safety as a priority.
- A minimum of 3-5 years of relevant work experience working in an IT capacity, providing customer service and technical support in a site-based service environment.
- Completion of a post-secondary program in information technology, computer science, or a business-related discipline, or an equivalent combination of training and experience.
- Demonstrated interest in innovation and advancement of business technologies and processes.
- Proficiency with relevant applications such as Microsoft 365, Active Directory, MS Office Suite, VOIP phone system administration.
- Strong interpersonal skills and customer focus.
- Excellent written and oral communication skills; excellent listening and interpersonal skills including the ability to communicate ideas in both technical and user-friendly language.
- Critical thinking skills with ability to analyze and identify root cause.
- Troubleshooting skills with the ability to utilize multiple approaches to develop an effective solution.
- Strong organizational and time management skills with the ability to manage multiple priorities.
- Some knowledge of programming languages; desktop and server operating systems and hardware; networking and protocols.
- Good project management skills.

- Highly self-motivated and directed, with keen attention to detail.
- Strong technical skills and aptitude, as well as solid business analysis skills.
- Self-motivated, energetic individual who is comfortable with change and working with partners at various levels.

Hours of Work

Based on a 35-hour work week, this position supports our core business hours Monday through Friday, with the understanding that there may be times of increased demand within the role driven by operational needs.

What We Offer

- A safe and respectful workplace
- Long-term career potential in a stable work environment
- Learning and development opportunities
- Work-life balance (we really mean that!)
- Flexible work arrangements
- A comprehensive Total Rewards compensation package

How To Apply

To apply for this position, please forward your resumé, in confidence, to hr@pgairport.ca with “*Business Systems Analyst*” in the subject line.

Applications will be accepted until the position is filled. The initial review of applications will begin immediately. *We thank all applicants for their interest, however, only those selected for further consideration will be contacted.*