THE MUTUAL FIRE INSURANCE COMPANY OF BRITISH COLUMBIA

DEPARTMENT: INFORMATION TECHNOLOGY
POSITION TITLE: SENIOR BUSINESS ANALYST
REPORTS TO: DIRECTOR OF INFORMATION TECHNOLOGY

ABOUT US

The Mutual Fire Insurance Company of British Columbia is growing and is seeking a Senior Business Analyst to join our team.

Founded in 1902, Mutual Fire Insurance was the first mutual insurance company headquartered in British Columbia. Today, the company provides solutions for farm, commercial, and home insurance needs from British Columbia to Ontario. Mutual Fire Insurance is committed to making people a priority by creating membership initiatives, investing in technology, and supporting community projects.

Mutual Fire Insurance's subsidiary, Four Points Insurance provides innovative insurance solutions for small to medium-sized businesses in suburban and rural areas. Four Points Insurance was formed in 2022 to support small businesses through the many adjustments they must face now, and in the future. Built with a passion for customer service and risk management, Four Points Insurance offers business owners a suite of commercial packages insurance options.

In late 2021, Mutual Fire Insurance created two employee driven committees, an ESG Committee and a Purpose Committee. Today these committees are creating the framework and policy for Mutual Fire Insurance to work towards sustainability within our communities, while also ensuring environmental, social, and governance mandates are accomplished.

THE OPPORTUNITY

This role is a permanent full-time position. The Senior Business Analyst is a trusted liaison between business users, vendors, and information technology. They will actively oversee requirements gathering and project management philosophies to support the alignment of the technology roadmap with internal and external partner's needs, as well as the reporting of project deliveries to stakeholders and the executive team. This role will be responsible for the following:

Responsibilities:

- Responsible for implementing complex enterprise-level projects and enhancements that support strategic objectives, ensuring systems and processes align
- Consult with stakeholders to translate release initiatives and tasks into a defined project plan with objectives, requirements, deliverables, and scope
- Manage and track the status of requirements through the software development cycle
- Collaborate with internal technology resources to ensure change management processes are followed to support successful delivery of projects
- Lead and support ongoing reviews of business processes and developing optimization strategies
- Monitor deliverables and ensuring timely completion of projects

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- Provide oversight on quality control for all implementation processes
- Managing competing resources and priorities
- Organizing and coordinating user acceptance testing for various initiatives
- Conduct risk management analysis and triage of issues to Management, both from a day-to-day, and long-term perspective
- Participate in solution design to ensure technical solutions meet defined business and operational needs
- Support the implementation of best practice Root Cause Analysis (RCA) reviews for major issues, to ensure that lessons learnt are captured and processes are improved
- Coordinate and mentor junior business analyst, reviewing requirements and guiding best practices

Here's what you bring:

- Diploma or bachelor's degree in computer science/systems or equivalent experience
- Minimum 5 years' experience working within the Insurance or related industry
- Minimum 8 years' experience in analyzing and documenting complex business processes, and hands-on project management with successful oversight of projects
- Proven ability to conduct business and technical requirements analysis, process modelling, and solution design
- Experience with various software development lifecycle methodologies
- Highly analytical and methodical with strong problem solving and organizational skills
- Formal designations - IIBA, CIP, FCIP, CAIB, CAPM, PMP are considered an asset
- Adaptable, proactive, and committed to continuous improvement in a dynamic enterprise environment
- Excellent interpersonal skills with the ability to resolve conflict and maintain confidentiality

What we offer:

- Competitive salary
- Comprehensive employee benefit package
- Flexible work environment, opportunity to work remotely with limited office attendance
- Diverse mix of staff and demonstrated work/life balance
- Career growth opportunities and continuing education programs

Please send your resume in confidence to careers@mutualfirebc.com

We thank all applicants for their interest, however only candidates under consideration will be contacted.