

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

## ABOUT US

The Mutual Fire Insurance Company of British Columbia is growing and is seeking a 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 Business Analyst uses requirements gathering and project management philosophies to support the alignment of the technology roadmap with internal and external partner's needs, and the reporting of project deliveries to customers and the executive team. This role will be responsible for the following:

### Responsibilities:

- Consult with stakeholders to translate release initiatives and tasks into a defined project plan with objectives, requirements, deliverables, and scope
- Confirm commitments, assumptions and constraints as well as define the processes, procedures, and reporting needed to manage projects
- Collaborate with internal technology resources to ensure change management processes are followed to support successful delivery of projects
- Leading ongoing reviews of business processes and developing optimization strategies
- Monitoring deliverables and ensuring timely completion of projects
- 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
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems
- 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

**Here's what you bring:**

- Minimum 5 years' experience working within the Insurance or related industry
- 2+ years' experience of hands-on project management with successful oversight and delivery of several projects
- Experience supporting technology implementations, with degree or project management accreditation
- General knowledge of systems and data flow structures
- Formal designations - CIP, FCIP, CAIB, CAPM, PMP are considered an asset
- Excellent attention to detail with a high degree of accuracy
- Excellent documentation skills
- 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](mailto:careers@mutualfirebc.com)

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