

BUSINESS ANALYST



The Alberta Insurance Council is responsible for the second largest insurance jurisdiction in Canada, supporting more than 42,000 licensees and issuing over 80,000 licenses. We are seeking an experienced and solutions-driven **Business Analyst** to join our IT team in a contract position for up to two years.

The IT team is responsible for driving technological innovation, operational efficiency, and digital transformation across the organization. As the central hub for project delivery, systems integration, and process optimization, the team works closely with all departments to ensure the successful execution of business-critical projects.

THE IDEAL CANDIDATE

We are looking for a team member who has a strong ability to gather and document requirements, evaluate systems, and manage complex projects. The ideal candidate brings a mix of business process knowledge and technical acumen, excels in stakeholder engagement, and is comfortable working across a variety of project methodologies. You have a keen eye for risk and detail, a drive for continuous improvement, and a passion for turning business challenges into smart, scalable solutions.

THE ROLE

Business Analysis & Project Support:

- Lead system and business requirements gathering, analysis, and documentation.
- Evaluate and document business processes to identify opportunities for improvement.
- Act as a liaison between stakeholders, IT teams, vendors, and external consultants.
- Define and manage project tasks, schedules, and resource allocations.
- Support the development of project plans, RFPs, and proposals.
- Develop Work Breakdown Structures and track project deliverables to ensure quality and timeliness.
- Identify project risks and develop appropriate mitigation strategies.
- Report project status and key updates to leadership and stakeholders.

IT Department Collaboration:

- Collaborate with IT team members to align project goals with broader technology strategies.
- Contribute to the development and revision of IT policies, procedures, and resources.
- Participate in testing and feedback cycles for IT systems and applications.
- Support onboarding of new IT team members and foster a collaborative environment.
- Serve as backup for team members as needed to ensure continuity of service.

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- Participate in continuous improvement initiatives aimed at enhancing service delivery.

THE REQUIREMENTS

Qualifications & Experience

- Bachelor's Degree in Business Administration, Information Systems, Computer Science, or a related field.
- Certification from IIBA, PMI, or equivalent professional bodies preferred.
- Minimum 5 years of professional experience in business analysis or systems analysis roles.
- Proven experience managing or supporting IT projects through full lifecycles.
- Experience with Microsoft CRM and/or ERP implementation projects.
- Familiarity with project management methodologies including Agile, Waterfall, and Kanban.
- Hands-on experience with ticketing systems such as Jira and Azure DevOps.

Skills

Strong analytical and critical thinking skills with a continuous improvement mindset.

- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint, Visio, Outlook).
- Effective communication and stakeholder management skills—able to interpret needs, manage expectations, and guide cross-functional discussions.
- Skilled at translating complex business needs into clear, actionable technical requirements.
- Able to lead and facilitate meetings, workshops, and cross-functional collaboration.
- Strong organizational and time management skills with a proven ability to manage multiple priorities.
- Experience training end-users and supporting change management initiatives is an asset.

WHO WE ARE

At AIC, our team members are a key resource and central to our work to protect Albertans through the licensing and regulation of insurance agents, brokers, and independent adjusters across the province.

We are dedicated to fostering innovation in our organization, improving professionalism in the industry, developing a knowledge foundation for evidence-based decision making, and implementing governance best practices.

We offer a collegial and enjoyable work environment and a chance to make a difference in the lives of Albertans. Experience the exceptional benefits of working with us, including:

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- Possibility for hybrid work up to two days a week.
- Additional employee discounts and perks available.

LOCATION

This role is based in either Calgary or Edmonton. The successful candidate **must** live within commuting distance of AIC's office and understand that this is **not a remote role** — it is an **in-office position**.

HOW TO APPLY

If the role is a fit, please apply to join the AIC and help us make an impact protecting Albertan insurance consumers. This competition will remain open until **June 11, 2025**.

Please apply online:

- [Business Analyst - Edmonton, AB T5J 3S4 - Indeed.com](#)
- [Business Analyst - Calgary, AB T2P 0H7 - Indeed.com](#)

Employment is conditional on a clear criminal record check at the cost of AIC.

AIC thanks all candidates for their interest. We value the time and efforts candidates put into their application and we commit to responding to all candidates and letting know the status of their application.

AIC is committed to promoting equity and diversity, and to creating a work environment that is respectful, inclusive, and free from barriers.