

Job Title	Workday Solutions Analyst	Classification	Grid Level 21
Department	Human Resource Operations	Date Updated	October 2026
Reports to	Workday Product Solutions Manager		

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

The Human Resource Operations (HRO) department is responsible for delivering comprehensive human resource and payroll services for the Legislative Assembly of BC. HRO provides responsive, high-quality human resource and payroll services to the Legislative Assembly Administration, Caucuses, Members, and their legislative and constituency office staff. Core departmental functions include the delivery of both operational and strategic human resource services; the administration of payroll and benefits; and the management and ongoing operation of Workday and other integrated human resource systems.

JOB SUMMARY

Reporting to the Workday Product Solutions Manager, the Workday Solutions Analyst (Analyst) supports the Workday Product Support Team by providing junior technical support on Workday solutions and assisting with system enhancements. This role acts as a liaison between business users and technical teams, helping design efficient, compliant processes and deliver user-friendly solutions. Responsibilities include gathering requirements, configuring and testing system updates, and developing reports and analytics related to people, financials, payroll, and compliance. The team will apply an agile mindset in delivering iterative value to users while focusing on continuous improvement. The Analyst contributes to optimizing Workday functionality in alignment with organizational goals and service delivery improvements.

KEY RESPONSIBILITIES

- Provides Workday expertise and represents departmental functional areas on the Product Support Team for issue resolution and escalation, software release management, security administration, integrations and governance.
- Supports the integration of business needs, processes, policies and governance structure into efficient solutions for all functional areas within the Workday product solution.
- Coordinates and supports small-scale Workday projects by managing timelines, engaging partners, tracking deliverables, and ensuring alignment with functional and technical requirements across departments.

- Leverages functional proficiency to collaborate with departments and business units, translating system needs into Workday configurations and workflows. Serves as a point of contact for issue resolution, enhancement requests, and system troubleshooting.
- Supports design and implementation of system updates to expand functionality, automation or implement program amendments related to changes to policy, regulations or compliance.
- Applies Service Design and UI/UX design principles to recommend improvements in systems and processes.
- Analyzes business processes and recommends, configures and maintains Workday solutions to improve efficiency, support evolving business requirements, and ensure data integrity.
- Creates and maintains documentation for business and functional requirements, system processes, and configurations.
- Drives user adoption and readiness through structured change management strategies, including training, stakeholder engagement, and communication planning; applies change management frameworks (e.g., Prosci, ADKAR) to support successful implementation and ongoing optimization.
- Supports Workday reporting and data analysis by consulting with program areas to determine requirements, build reports, analyze trends and ensures data integrity through system audits, data management, and table updates.
- Conducts testing for all product changes, including vendor releases, by developing test plans, creating and running test scripts, documenting results and recommending changes for production environment.
- Conducts and administers user acceptance testing (UAT) and supports go-live activities.
- Performs gap analysis and cost benefit analysis to assess and recommend improvements in systems and processes based on best practices.
- Monitors Workday product releases and participates in the Workday Community to stay current on innovations and inform continue improvement initiatives.
- Performs other duties as assigned within scope of work.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
 Chief Human Resources Officer
 Workday Product Solutions Manager
Workday Solutions Analyst

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Post-secondary education in information technology, computer science, information management, business administration or a related program, plus at least 3 years of related experience* in a complex application management environment, or an equivalent combination of education and experience. *Related experience of implementing and/or supporting ERP or other enterprise systems may include:
 - Supporting, configuring, developing, or integrating enterprise software solutions, such as ERP, HRIS, Financial, Payroll, CRM, or related business systems.
 - Working with APIs, system integrations, automation technologies, or software development concepts.
 - Application management within an enterprise software environment.

- Implementing and/or supporting the Workday ERP environment including configuration of business processes and, reporting, dashboards, data structures, and Enterprise Interface Builders (IBs).
- Workday certifications (e.g., Workday Pro, Workday Implementation Partner) are considered an asset.
- Certificate in ERP technologies and/or certificate in ITIL is considered an asset.
- Experience with agile methodologies, service design, change management or user adoption initiatives is considered an asset.
- Project management certification (e.g. PMP) is considered an asset.

KNOWLEDGE, SKILLS & ABILITIES

- Understanding of software development lifecycle principles, testing methodologies, and change management practices.
- Knowledge of enterprise application architecture, systems integration concepts, APIs, authentication methods, and data exchange processes.
- Knowledge of enterprise application security concepts, user access management, and data governance practices.
- Familiarity with gathering business requirements and translating them into technical solutions.
- Familiarity with software implementation projects, upgrades, releases, or system enhancements.
- Ability to investigate and troubleshoot complex technical issues through analysis of system behaviour, business processes, configuration, and data.
- Ability to support data migration, data conversion, and data quality initiatives.
- Ability to understand interconnected business systems, data flows, and integration points and assess the impact of changes across the application landscape.
- Ability to evaluate new functionality and recommend process improvements and automation opportunities.
- Ability to learn new technologies, business processes, and enterprise platforms quickly.
- Ability to engage, influence, and communicate effectively with peers, business users, senior leaders, and other stakeholders.
- Ability to communicate effectively with both technical and non-technical stakeholders.
- Familiarity with scripting, automation, reporting, or application development concepts is an asset.
- Ability to develop and maintain system documentation, process maps, technical specifications, and support procedures.