Public (when completed)

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Sr. Business Analyst

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSS, MSI, Modernization & Business Intelligence

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Senior Business Analyst provides program support, process development, continuous improvement, business intelligence, project leadership, analysis and system application support services. This role must influence and support the objectives of the Division by ensuring traffic safety systems and strategies are developed, enhanced, maintained and delivered.

The Senior Business Analyst is responsible for developing and validating processes protocols, procedures, policy, program and system application enhancements, and develops, executes and validates usability and user acceptance testing. This is done in a manner that ensures complex legislative, policy, program and user needs are met. The Sr. Business Analyst will play a leading role to ensure modernized business applications are developed, validated and implemented with best outcomes for Divisional and cross-Ministry program teams.

The Senior Business Analyst supports the planning, organization and coordination in the development and delivery of complex project deliverables for the Division from the initiation phase through to implementation. These activities typically encompass a thorough review and re-engineering of policies, business rules, information requirements and supporting business processes, ensuring the objectives and schedules align with division goals and objectives and with the Ministry business plan.

The Traffic Safety Services Division relies on many complex business system applications and operational programs as the foundation for accurate data and records. This position is responsible for providing strategic leadership by supporting existing applications and leading process improvements ensuring they achieve intended outcomes. Supporting and informing managers and senior decision makers is a key responsibility of this role. This includes working with cross-Ministry teams and information management technology partners to identify requirements, review proposed alternative solutions and working with the business area users to plan and implement effective and efficient business processes to support and modernize business functions and applications. Projects are complex, and require the Sr. Business Analyst to competent in agile, waterfall and hybrid project methodologies.

A critical responsibility of this position is to ensure products and projects are delivered in both modernized and legacy business applications. The Sr. Business Analyst must identify and manage the impacts to the Division and determine impacted internal and external stakeholders due to the introduction of new tools and processes. The Senior Business Analyst develops, supports and implements change management strategies, training materials and procedures while maintaining effective working relationships across the department, other Ministries and with external stakeholders (e.g. enforcement agencies, registry agents, municipalities, engineering consultants, third party data providers, Transport Canada, etc.)

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. Drawing on a thorough knowledge of business and stakeholder needs and project experience, support and manage projects from inception to completion, to ensure improved program/service delivery aligns with the Divisions and Branches strategic plans.
Activities:
• Collaborate with teams to identify core issues and requirements.
• Demonstrate strength in understanding and applying legislative, regulatory, policy and program team processes.
• Provide input on and develop project schedules, process mapping, strategies and resource requirements.
• Monitor work plans for completion of project tasks while supporting legislation, policy, program and process changes.
• Develop and manage risk assessment and mitigation strategies.
• Develop post implementation reviews and lessons learned.
• Manage and respond to change requests.
• Create and Provide status and situational reporting, briefing notes, project plans and other support documents.
• Participate in and lead Request for Proposals and other vendor/contractor/consulting activities.
• Lead staff, stakeholder and user training and change management activities.

2. Provide business analysis services including discovery, requirements analysis, business case development, user stories, document process models for the maintenance and enhancement of existing programs and applications.
Activities:
• Identifies methods to improve existing products by analyzing technology trends and options.
• Work with complex and sensitive users and stakeholders, including various provincial/national organizations and vendors.
• Provide expertise and support for the identification, development, implementation and ongoing enhancement of legislation, policy, programs and system applications.
• Understand program needs and goals to support maintenance, development, design and implementation of business solutions to simplify, improve, automate and/or implement new modernized business operations.
• Develop business and project plans, epics, features and user stories that meet business direction and user requirements while ensuring alignment with legislative, policy and program administrative frameworks.
• Represents the Division in working groups, department committees, project teams. etc. for program and business application support, development, enhancements, small and large modernization initiatives.

• Review and evaluate business deliverables combining with a user perspective to ensure alignment with project and business objectives.

3. Support operational activities and initiatives, ensuring alignment with the Department/Divisions/Branch core business goals and objectives.

Activities:
• Provide expert level business application support to program areas, including planning assistance, usability testing, user acceptance testing (UAT) development and execution, and other support as required.
• Ensure users, internal and external stakeholders and others impacted by business application changes are involved and fully understand the out-going and in-coming processes.
• Provide input on the most sustainable approach to be used in the development of each business application project to ensure business objectives and data integrity are achieved.
• Define and draft user stories, and business requirements by facilitating and participating in focus groups or requirements gathering working sessions.
• Ensure that user stories and business requirements are incorporated into detailed design specifications for business application development, ensuring legislation, program objectives, business rules, organizational policies and user needs are fully understood and addressed.
• Assess the impact of recommended enhancements to business applications and develop strategies for implementation.
• Design and document procedures and training manuals to support users with effective change management.
• Understand user security requirements, identify security implementation changes required and make access recommendations accordingly.
• Manage system access requests, including creating, modifying and deleting user access.
• Design, draft and maintain operational reports and information management processes.
• Ensure accuracy of records, including planning, recommending,coordinating and executing database fixes or record corrections.
• Develop and manage business processes to ensure access to business applications are protected against unauthorized users, the amount of access provided is appropriately aligned with the business requirements, and in accordance with applicable legislation (i.e. TSA, AMVIR, FOIP, etc.) and policies.
• Create and participate in Privacy Impact Assessments and other GoA security processes.
• Must be available for occasional after hours and/or weekend activities.

4. Manage the organizational changes from enabling business applications and re-process engineering.

Activities:
• Create and coordinate the development and implementation of a communications plan to internal and external stakeholders for business application changes or enhancements.
• Design and facilitate change management activities to ready users for new business processes and tools associated with business application enhancements.
• Identify, coordinate and execute appropriate training sessions, strategies, plans, tools and materials for all impacted users.
• Develop quality assurance processes to ensure data integrity and compliance with legislation, policies and procedures.

Problem Solving

Typical problems solved:

The Senior Business Analyst functions within the context of legislation, policies, directives and guidelines developed by program teams, department Executive, Policy Committees and Cabinet. Key pieces of legislation and policy that set parameters and expectations for the work of the Business Analyst include the, *Traffic Safety Act* and related regulations, the *Government Organization Act*, *Freedom of Information and Protection of Privacy Act*, Access to Motor Vehicle Information Regulation as well as policies and guidelines established by Cabinet, the Minister, and Deputy Minister.

The position has the authority to lead planning and development of projects or aspects of projects that impact legislation, policy, business processes and applications across the Department and which are used by a significant number and range of staff, user groups and stakeholders. It is important for the position to apply their business acumen in a way that involves or accounts for all impacted parties, both internal and external

to the department.

Typical challenges include leading working groups whose members have conflicting priority initiatives and resistant to change. In addition, the position will need to be agile and able to work through unforeseen delays, such as development delays, shifting policy direction, ambiguity, or negative stakeholder reactions. Support, solutions and recommendations must be creative, fiscally responsible, and acceptable to both senior leaders and stakeholders.

In addition to leading diverse work teams and committees, management of external contractors and vendors requires mediation, facilitation, and negotiation skills including the ability to promote innovation, build consensus among stakeholders with varying perspectives and priorities, and motivate others to accept and adopt new concepts.

Types of guidance available for problem solving:

The Senior Business Analyst is expected to excel at problem solving and is required to use various project methodologies, including, Agile/Scrum, traditional waterfall and hybrid.. Operational support and projects assigned are likely to be broad in scope and complex. The position can look to previous, successful practices but will generally be expected to use their own analysis and skilled judgment to implement or recommend solutions.

This position has access to and works collaboratively with the Manager and Director to ensure program delivery strategies are integrated with the Ministry business plan, project plans, and budget.

Direct or indirect impacts of decisions:

The Senior Business Analyst collaborates with Unit, Branch, Division, Ministry, cross-Government and user/ stakeholder representatives to develop and improvement business processes, ensuring seamless integrations of legislation, policies, processes and applications. This position directly impacts the delivery of Ministry strategic directions, and directly supports and impacts driver, vehicle, carrier and motor vehicle services.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Provide support, direction; resolve issues; enhance understanding of operational plans and Ministry and
  Government business plans; establish expectations and standards; develop staff capacity and skills.
- Provide strategic and business advice to support legislative and policy development, strategic planning and
  decision-making; develop business, operational and program plans and strategies; provide
  recommendations and advice; exchange information; receive and provide direction; collaborate on initiatives
  and programs.
- Manager, Director and representatives from throughout various Ministries (i.e. Service Alberta & Red Tape
  Reduction, Technology & Innovation)

External
- Stakeholder organizations, user groups and committees
- Legal and law enforcement agencies
- Peers in other jurisdictions
- Vendors of various IT applications
- Business consultants and contractors

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Business	Other	

If other, specify:

Equivalencies will be considered.

Job-specific experience, technical competencies, certification and/or training:

- Experience interpreting and applying complex regulatory frameworks, including the Traffic Safety Act - Experience developing, enhancing and/or maintaining complex business applications - Experience supporting program teams and leading projects with positive results - Experience in working with a variety of project disciplines, including agile, scrum, waterfall and hybrid - Experience with complex usability and user acceptance testing - Experience developing and presenting options to decision makers

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	- Leads stakeholder analysis and needs assessment to support project delivery, which requires an in depth understanding of internal and external impacts. - Ongoing coordination with business partners is often required to support system enhancements, developments and troubleshooting.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	- Leads stakeholder analysis and needs assessments to support project delivery, which requires an in-depth understanding of internal and external impacts. - Ongoing coordination with business partners is often required to support system enhancements, developments and trouble shooting.
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate	- Engage business partners to think broadly about impact of projects and solutions. - Brings differing perspectives together and encourages debate.

		barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	-Promotes collaboration and positive relationships (even in challenging circumstances) within and across groups and builds commitment to reach desired results.
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	- This position is responsible to adapt and act on high priority changes. - The position must have in depth and expert knowledge which may result in quick analysis and decisions that can be made with confidence.

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature