

## Update

Ministry

Education and Childcare

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Teacher Registry Business Analyst

Current Class

Program Services 3

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

System Excellence

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Teacher Registry

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None.

Responsibilities Removed:

None.

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the Registry Manager, Governance and Registry Branch, Teaching and Leadership Excellence (TLE) Sector, System Excellence Division, the Business Analyst (BA) leads initiatives within the sector to improve operational efficiencies and statistical reporting through scheduled releases and projects. This includes supporting a diverse set of activities within TLE including teacher certification (including the introduction of new expedited certificate types that are a mandate priority for the department and teaching profession), practice assurance, teaching excellence, and leadership excellence.

The position engages in long-term planning by identifying potential enhancements to business and system processes, prioritizing work according to available resources and budget. The BA will work with sector staff in documenting current sector programs and practices, identifying opportunities for process and technical improvements, gathering requirements, seeking alternative solutions, and validating built solutions. Where a technology solution is envisioned, the BA liaises with Information Management and Technology (IMT), ensuring that the solution adheres to policy and that system stakeholder requirements are met. The position ensures that system changes are validated by working with sector staff throughout the project life cycle including developing, maintaining, coordinating, and executing test plans to ensure that appropriate test coverage is achieved prior to recommending User Acceptance Test sign-off on deliverables.

Communication of change to sector staff and external stakeholders is essential. A critical responsibility of this position is to identify and manage the impacts to all stakeholders prior to the introduction of new system changes and business processes. The BA coordinates the development and implementation of change-management strategies and procedures while maintaining effective working relationships within the sector, across the ministry, and with external school authorities and other sector clients.

The BA also supports the ongoing operational activities of the sector. This will include ensuring Registry system stability, second-level user support and troubleshooting, updating documentation, and delivering training to staff.

## Responsibilities

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

Responsibilities and activities include:

### **Leading process and system change to meet ministry requirements and to improve efficiencies, accuracy, reliability, serviceability, privacy, and security of stakeholder information by:**

- supporting the development of business plans to ensure alignment of business direction and support achievement of business goals;
- collaborating with stakeholders and ITM to identify release content and scheduling for system change;
- reviewing ITM deliverables including requirements, design, and technical specifications ensuring that stakeholder requirements are satisfactorily met;
- recruiting operational staff and other stakeholders in testing and reviewing of system deliverables;
- planning and implementing testing strategies for successful completion of acceptance and/or agile test verification; and
- ensuring adequate and timely communication of process and system change to all stakeholders.

### **Analyzing current practices and processes for current and future projects to develop, enhance, and maintain sector systems and processes, ensuring that internal and external clients are working with secure, stable, and effective tools to complete operational activities by:**

- understanding business and operational needs of sector staff and client organizations;
- reviewing, documenting, and modelling current programs, practices, reporting, and processes as they pertain to operational, management, and legislative policies and requirements;
- providing support for the identification, development, and implementation of ongoing system enhancements to existing applications used by internal and external users;
- ensuring that the accuracy, privacy, security, and accessibility requirements of Registry data are maintained;

- reviewing and evaluating system deliverables with a user perspective to ensure satisfaction of the project/business objectives;
- validating built system solutions by enhancing the sector's testing methodologies;
- coordinating the development of TWINS test plans and test scenarios, and guiding and participating with sector staff in implementing test plans for release verification; and
- collaborating and developing specific test cases to support testing of shared services (EPS, FileTrail, and PRS/PaPRS,) enhancements or bug fixes.

**Providing expertise and support of ongoing sector operations to ensure system availability and assisting staff in their ongoing work to efficiently carry out the duties of the Registrar by:**

- understanding impacts of system outages;
- providing timely second-level support to sector staff for system errors and outages, escalating incidents to the ITM service desk when necessary for resolution;
- verifying that system and/or service outages have concluded and relaying information back to stakeholders;
- ensuring that system incidents as well as associated solutions (both workarounds and final solutions) are documented to ensure an effective response to recurring issues;
- training sector staff on business processes and system functionality; and
- providing backup support for Registry Manager's responsibilities as required.

**Provide expertise and support to ministry and external users accessing the Registry System and sector processes, ensuring effective service to stakeholders by:**

- providing timely second-level support for system issues encountered by ministry and external users (teacher applicants, school authorities' HR staff, and post-secondary institutions).
- identifying user training needs and developing training materials and sessions tailored to various user groups (e.g., Finance, TLE sector staff, school authorities, post-secondary institutions).
- maintaining user guides for post-secondary institutions regarding deans' recommendations and for school authorities regarding certificated staff employment submissions.

**Problem Solving**

Typical problems solved:

Governance and Registries Branch supports the Teaching and Leadership Excellence (TLE) Sector by providing leadership and direction in the development and maintenance of registry and information management systems and integrated business practices and processes. TLE utilizes a Teacher Workforce Information System (TWINS), integrated with a third-party records tracking system (FileTrail) with RFID technology. With the systems come challenges to fully utilize and take advantage of the functionality while working to overcome defects and missing functionality, through business process and system change. Finding effective solutions to meet expectations of a reliable and stable registry system, an effective records-tracking system, as well as supporting efficient certification and practice assurance services are all crucial.

Reporting to the Registry Manager, Governance and Registry Branch, Teaching and Leadership Excellence (TLE) Sector, this position is relied upon to take a lead to ensure that the sector's systems are strategically enhanced and that business practices are performing efficiently, accurately, and securely. Any changes must be done in accordance with relevant government and ministry legislation, policies, and guidelines.

The position will work with a large variety of stakeholders including operational and management staff within the sector as well as ITM, school authorities, and post-secondary institutions. The BA will occasionally also communicate directly with applicants and teachers to provide a high level of service and for identifying system errors. It is also expected that the BA will actively participate in committees to help coordinate policies, practices, and program change at the ministry level.

Types of guidance available for problem solving:

This position does not currently involve direct supervision of staff. However, the position will be required to take a leadership role in guiding the sector through system change, directing ITM project and support teams in building system releases and project deliverables, and making recommendations to committees and management. The BA may be called upon to be the acting Registry Manager, so a strong understanding of the sector's information management and registry services are key.

Direct or indirect impacts of decisions:

TLE experiences cycles of activities that create high volumes of work at various times of the calendar year that affect staff in the branch and in the entire sector. This position will actively seek opportunities to anticipate peak activity cycles and to seek methods to mitigate the risk to support the sector. In addition, the Office of the Registrar frequently has high activity in the development and enhancement of the teacher registry system (TWINS) and information management systems. This position may be required to assist in systems projects beyond the core assignment to facilitate change and move both TWINS and information management to greater capacity to service internal sector staff, external school authorities, applicants, teachers, and other stakeholders.

## Key Relationships

Major stakeholders and purpose of interactions:

This position interacts with a number of internal and external contacts including:

- Registry Manager: planning, analysis, reporting, sign-off
- Teaching and Leadership Excellence directors/managers: requirements gathering/analysis, data requests, incident investigation, training
- TLE administration staff: requirements gathering/analysis, incident investigation, training, mentoring
- School authority administrators: data collection, quality assurance, incident investigation, training
- Post-secondary institution administrators (deans' offices): data collection, quality assurance, incident investigation, training
- Registry project teams: requirements gathering/analysis, design review, testing, implementation, data cleansing, project management activities
- ITM staff: hardware/software defect investigation and resolution, software development life cycle (SDLC) activities
- Teachers/applicants: incident investigation

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

Other

If other, specify:

University degree in business administration/computing science or related field

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

- Knowledge of various phases of software development life cycle (SDLC) process, business analysis, requirement gathering, gap analysis, and functional specification preparation.
- Good understanding of ministry and sector business structures, processes, and information flow.
- Experience in system development/maintenance/testing, change management, project management and business processes.
- Knowledge and experience preparing and using test strategies, plans, scenarios/cases, and test data for a variety of testing including functional testing, system integration, regression, system and user acceptance testing.
- Knowledge of agile development approach to system change.
- An understanding of the education system in Alberta and nationally.
- Knowledge of business issues and processes as well as IT resources and enabling technologies in a business analysis role or related experience, preferably in a large organization.

## Formal Education/Courses

- University degree in business administration/computing science or related field.
- 4 years of progressively responsible experience in a business analysis role or related experience, preferably in a large organization.

## Skills/Abilities

- Business analysis and technical skills.
- Strong interpersonal skills with a focus on customer service.
- Excellent communication skills, both written and oral, including strong training and presentation skills.
- Strong analytical ability, data interpretation, deductive, and problem-solving skills.
- Strong organizational, time management, and multitasking skills.
- Planning and coordination skills.
- Strong MS office software skills including Word, Excel, Access, PowerPoint, Visio, and Outlook including Visual Basic macro development.
- File management experience.
- Experience in requirement analysis, business re-engineering, and software development processes.
- Experience in planning, coordination, and execution of acceptance test plans, preferably in a web-based environment.
- Ability to research issues accurately to identify and solve problems.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<ul style="list-style-type: none"> <li>- Strong analytical ability, data interpretation, deductive and problem-solving skills.</li> <li>- Ability to research issues accurately to identify and solve problems.</li> </ul>
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> <li>• Sees impact of work on organization; anticipates change in own area based on activities in other areas</li> <li>• Considers how own work impacts others and vice versa</li> <li>• Ask questions to understand broader goals</li> <li>• Aware of how</li> </ul>	<p>This position will need to analyze, evaluate, and enhance existing programs and develop new frameworks, strategies, and guidelines as appropriate for the boards and committees they are supporting.</p>

		organization adds value for clients and stakeholders	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	This position requires working on various projects and initiatives in response to changing legislative and other requirements. The position adapts to changing trends and technologies.

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Business Analyst, Information Technology System Management

**Assign**

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____	_____	_____
	Date yyyy-mm-dd	
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature 
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature 
ADM Name	Date yyyy-mm-dd	ADM Signature 