

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

1. Data Quality, Validation, and Compliance

Student records work is heavily focused on data accuracy, integrity, and compliance with legislation.

- Monitor and validate student records data for accuracy, completeness, and compliance with ministry policies and legislative requirements.
- Identify data anomalies, investigate root causes, and coordinate corrective actions with school authorities and internal partners.
- Develop and maintain data quality standards, validation rules, and quality assurance processes.
- Provide guidance to school authorities on PASI data submissions, compliance expectations, and best

practices.

Responsibilities Removed:

None.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Business Support Team Lead, PASI and Student Records, the Student Records Business Analyst works closely with the Branch and a wide range of internal and external stakeholders, including focus groups, Education division partners, private sector Student Information System (SIS) vendors, Advanced Education, Health, Elections Alberta, cross-ministry partners, ApplyAlberta, Alberta post-secondary institutions, Alberta Accredited Schools, and Alberta Accredited International Schools.

The position is responsible for supporting the operations of student records business processes within the highly integrated enterprise Student Records systems environment. The role provides business analysis, operational expertise, and stakeholder support across all components of student records, including processes that involve external third party vendors. Responsibilities include reviewing and analyzing business processes, identifying opportunities for improvement, and recommending enhancements that align with Government of Alberta policies, standards, and business architecture.

The Student Records Business Analyst coordinates all phases of business and user acceptance testing (UAT) across student records applications, including integration and conformance testing with SIS vendors, external organizations, and internal ministry systems connecting to PASI. This includes planning, designing, executing, and delivering UAT activities following departmental quality assurance principles, business rules, and operational requirements. The role may assume lead responsibility for these activities in collaboration with business areas, ensuring system changes meet business needs and stakeholder expectations.

This work frequently involves comprehensive review of policies, business rules, information requirements, and supporting processes to ensure alignment with branch goals, ministry objectives, and the broader corporate business plan.

Responsibilities

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

1. Coordinate and execute activities that support operational requirements and departmental initiatives, ensuring alignment with Department, Division, and Branch priorities.

Activities:

- Provide business information expertise, including business technology planning, project management and stakeholder engagement, reporting, and developing high quality briefings.
- Ensure stakeholders impacted by business or technology changes are consulted and understand new or revised processes through facilitated review and feedback sessions.
- Recommend approaches, methods, and resource requirements for programs and projects to ensure business objectives and data integrity are achieved, including advice on dependencies, interdependencies, and policy implications.
- Analyze, document, and coordinate user acceptance testing for new or enhanced processes and applications.

- Lead requirements gathering activities through focus groups, workshops, and working sessions.
- Translate business requirements into detailed design specifications that support system development and reflect business rules, program objectives, policy requirements, and user needs.
- Maintain advanced knowledge of PASI and student record systems to support system enhancements, defect analysis, and business process improvements.
- Support identity and access management processes, ensuring system access is accurately provisioned and compliant with security protocols and legislation.

2. Provide analytical and business support through research, statistical and financial analysis, data evaluation, and policy option assessment while handling confidential information with discretion and working independently.

Activities:

- Assess proposed business opportunities for viability and effectiveness, and develop and evaluate business cases.
- Lead working groups and provide consultative support for program and system development or enhancements.
- Research applicable policies, regulations, and legislative requirements, including the Education Act and FOIP Act, and integrate them into process design.
- Evaluate the impact of emerging technologies on student records services and recommend implementation strategies.
- Conduct impact analysis of new processes and applications on existing business operations.
- Assess user security requirements, recommend access changes, and configure role based access as needed.
- Design operational reporting and information management processes.
- Develop and maintain dashboards, reports, and analytics to support performance measurement, operational planning, and decision making.
- Prepare briefing materials, summaries, and analytical content for leadership, committees, and project teams.

3. Provide project support across all stages of the project lifecycle to ensure program and service improvements align with business strategies.

Activities:

- Provide input into project schedules, strategies, and resource requirements.
- Monitor work plans and progress against project deliverables.
- Contribute to project risk assessments and mitigation strategies.
- Provide input into post implementation review strategies.
- Monitor testing activities to ensure system functions meet documented business requirements.
- For new or enhanced business applications:
 - a. Develop user acceptance testing strategies, plans, and test scripts.
 - b. Conduct user acceptance testing across business processes, security, navigation, reporting, and data access.
 - c. Manage the user acceptance testing process, including participant coordination, tester training, and issue resolution.
 - d. Identify and document Decision Requests and Change Requests.

e. Develop security safeguards, templates, and controls aligned with legislation and business needs.

f. Identify and document data conversion requirements.

g. Identify and manage production transition issues.

- Administer the change management process and respond to change requests.
- Prepare and deliver status reports.
- Support project outcome measurement and continuous improvement.

4. Deliver business analysis services to support business planning, feasibility assessments, requirements analysis, business case development, and process modelling for new and existing applications.

Activities:

- Provide expertise and support for the identification, development, implementation, and enhancement of applications used by internal and external users.
- Understand business objectives and support the design of solutions that simplify, improve, automate, or enhance business operations.
- Support the development of business plans to ensure alignment with emerging business architecture and identify opportunities for application and process improvements.
- Lead or participate in working groups and departmental committees, providing consultative services related to program and system development.
- Develop proposals that address identified business needs and opportunities for operational effectiveness.
- Review and evaluate system deliverables to ensure they meet technical requirements, business expectations, and project objectives.
- Develop and maintain business process documentation, standard operating procedures, and user guides for student records functions.
- Ensure documentation remains current with legislative updates, policy changes, and system enhancements.

5. Lead transitional management activities related to technology enablement, business process re-engineering, and changes affecting student records operations.

Activities:

- Coordinate the development and implementation of communication plans that support system or process transitions.
- Design and facilitate change management activities to prepare users for new business processes, technologies, and service delivery models.
- Monitor business activities to ensure alignment with policies, guidelines, and organizational standards.
- Develop training strategies, plans, and materials.
- Design, develop, and deliver training to internal staff, school authorities, post-secondary institutions, and other stakeholders.
- Design, develop, and deliver presentations for diverse stakeholder groups.
- Develop and administer quality assurance processes to ensure data integrity and compliance with policies and procedures.

6. Support data quality, validation, and compliance processes for student record information.

Activities:

- Monitor and validate student records data for accuracy, completeness, and compliance with ministry policy

and legislative requirements.

- Identify data anomalies, perform root-cause analysis, and coordinate corrective actions with school authorities and internal partners.
- Develop and maintain data quality standards, validation rules, and quality assurance checkpoints.
- Provide guidance to school authorities on PASI data submissions, data corrections, and compliance expectations.

7. Provide operational support for transcript, credential, and diploma services.

Activities:

- Support operational processes related to transcript production, credential issuance, and diploma services, ensuring timely and accurate service delivery.
- Analyze trends in transcript and credential ordering, support fee structure reviews, and contribute to forecasting and service improvement initiatives.
- Work with internal and external partners to resolve issues related to transcripts, credentials, and student record data.

8. Support incident management and issue resolution related to student records, PASI, and digital services.

Activities:

- Collaborate with the Technology and Innovation Help Desk on escalated incidents, access issues, and system-related concerns.
- Investigate incident patterns to identify systemic issues and propose process or system improvements.
- Provide clear, timely guidance to school authorities and internal staff during incidents impacting student records or system functionality.

Problem Solving

Typical problems solved:

The Student Records Business Analyst is expected to apply creative, analytical, and innovative approaches to problem solving in a complex and evolving student records environment.

Examples include:

- Identifying workflow and business process challenges and recommending opportunities for streamlining, automation, and operational improvement.
- Applying a holistic understanding of business operations to determine the most effective methods for analyzing data, processes, and information flows to meet diverse information management requirements.
- Resolving issues that impact overall progress, service quality, system performance, or business process effectiveness, including coordinating corrective actions with internal teams and external partners.
- Reviewing system changes to assess business impacts, ensuring alignment with policies, data integrity standards, and stakeholder requirements.
- Exercising sound judgment and strong interpersonal skills to represent branch and departmental interests when collaborating with stakeholders, responding to service requests, and balancing competing priorities to achieve shared outcomes.

Types of guidance available for problem solving:

The Student Records Business Analyst is expected to independently plan and execute work assignments; however, this autonomy is balanced with a high degree of oversight, transparency, and active reporting to the Business Support Team Lead. The Team Lead is the primary point of guidance and direction, with the Manager, Operations providing additional oversight to ensure alignment with branch priorities and operational requirements.

The incumbent is required to keep the Team Lead fully informed of progress, emerging risks, issues, and any potential impacts to timelines or deliverables. Changes to project scope, schedules, or resource needs must be proactively discussed with and approved by the Team Lead and, where applicable, the Manager, Operations or designated Project Lead.

When leading small projects or work packages, the incumbent may assign tasks to team members; however, this authority is exercised with ongoing visibility to the Team Lead, who maintains overall accountability for monitoring workload distribution and ensuring the quality and timeliness of deliverables.

Direct or indirect impacts of decisions:

As a key team member, the Student Records Business Analyst develops a comprehensive understanding of current business functions, processes, and stakeholder needs. This knowledge enables the Analyst to contribute to quality assurance activities and ensure that business functions and processes are structured, consistent, and aligned with departmental acceptance testing principles, methodologies, standards, and policies. The role also participates on ministry and cross-government committees and working groups. The Student Records Business Analyst analyzes business issues, inquiries, and potential improvements, and formulates well-supported recommendations. Through consultation and analysis, the Analyst prepares final recommendations for stakeholders, ensuring they are clearly documented and responsive to operational needs. Recommendations with significant impacts—such as those affecting major systems, requiring new resources, or involving notable costs—are referred to the Senior Manager for final decision-making before implementation. The Analyst may also participate in the review of recommendations developed by staff or contractors related to new system development or system enhancements. The Student Records Business Analyst provides regular updates and status reports on assigned work. The Business Support Team Lead monitors progress, provides oversight, and reviews deliverables to ensure alignment with assigned scope, expectations, and quality standards. Work is assessed for its accuracy, the quality of consultations undertaken, the impact of recommendations, timeliness, and the creativity and rigor applied in developing solutions.

Key Relationships

Major stakeholders and purpose of interactions:

- Managers/Team Leads/Business Support Team Lead in assigned branches across the unit - build and maintain relationships to understand business process and provide advice and recommendations about how new technology or enhancements can be used to improve business processes
- Professional staff and managers in the Ministry and other Ministries - share information; collaborate on cross-Ministry projects; provide input into GOA processes
- Alberta School Authorities including School Authorities Focus Group, Data Standards Committee and school Data Coordinators to build and maintain relationships to understand business process and provide advice and recommendations about how new technology or enhancements can be used to improve business processes.
- Student Information System (SIS) vendors and software providers - research tools and systems to identify capability of tools and systems
- Participate with multiple ministries directly and may liaise with Service Alberta, Workforce Development sector and multiple levels of Provincial and Territorial governments, depending on the nature of the project and status.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science

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

PMP. Clear business Analyst experience.

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Integrates broader context into planning:</p> <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>Integrates broader context into planning</p> <p>Plans for how current situations are affected by broader trends</p> <p>Considers sector-wide movements such as increasing digital credentialing, automation, and real-time data validation when reviewing PASI changes. Anticipates future integration needs with SIS vendors and post-secondary institutions and incorporates these considerations into requirements and testing plans.</p> <p>Integrates issues, political environment, and risks when considering actions</p> <p>Evaluates impacts of proposed PASI or data-quality changes on school authorities, ministry reporting commitments, and service delivery expectations. Assesses political sensitivities, identifies risks such as timing conflicts during peak periods, and recommends appropriate mitigation strategies.</p> <p>Supports organizational vision and goals through strategy</p> <p>Aligns PASI testing, business requirements, and process design with</p>

			<p>ministry goals related to data accuracy, modernization, and improved digital service delivery. Ensures decisions support long-term priorities such as reducing manual workload and strengthening system interoperability. Addresses behaviours that challenge progress. Identifies stakeholder resistance that may impede progress and responds with clear expectations, targeted guidance, and timely escalation to the Team Lead when necessary. Encourages constructive collaboration by reinforcing provincial standards and ensuring partners understand their roles in maintaining PASI stability and data integrity.</p>
<p>Drive for Results</p>	<p>○ ○ ○ ● ○</p>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>Forecasts and proactively addresses project challenges. Anticipates onboarding issues with a new PASI validation rule during the year-end cycle and raises the concern early, adjusting timelines and coordinating additional support for school authorities. Removes barriers to collaboration and achievement of outcomes. Identifies confusion between SIS vendors and internal teams regarding data-exchange expectations and convenes a clarification meeting to realign understanding and ensure consistent implementation. Upholds principles and confronts</p>

			<p>problems directlyAddresses situations where stakeholders request exceptions that compromise data-quality standards by clearly explaining policy requirements, outlining risks, and reinforcing the need for consistent provincial practice.Considers complex factors and aligns solutions with broader organizational missionWhen evaluating a proposed process change, considers impacts on data integrity, ministry reporting, school authority workload, and long-term modernization goals, and recommends a solution that supports both operational needs and the Department's digital service objectives.</p>
<p>Creative Problem Solving</p>	<p>○ ○ ○ ● ○</p>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>Works in open teams to share ideas and process issuesUses a wide range of techniques to break down problemsApplies Agile techniques such as user story refinement, backlog grooming, and process mapping to break complex PASI issues into manageable components for analysis and testing.Allows others to think creatively and voice ideasFacilitates sprint planning and retrospectives where team members, SIS vendors, and ministry partners are encouraged to share ideas, highlight pain points, and propose innovative approaches to student records challenges.Brings the right people together to solve issuesConvenes</p>

			<p>cross-functional Scrum teams that include business analysts, developers, QA testers, and operations staff to resolve integration or data-quality issues affecting PASI or SIS vendor interactions. Identifies new solutions for the organization. Uses Agile experimentation and iterative feedback from school authorities and internal teams to identify opportunities for improved workflows, testing approaches, and student records processes that enhance system reliability and user experience.</p>
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Benchmarks

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

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.

Employee Name	Date yyyy-mm-dd	Employee Signature
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
DM Name	Date yyyy-mm-dd	DM Signature