

## New

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Requested Class

Systems Analyst Level 1

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

#### Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager/Team Lead this position provides opportunities for recent graduates or students close to graduation enrolled in relevant post-secondary degrees to gain work experience in technical analysis, design, implementation, support and operations within Technology and Innovation. The position may be located in one of four divisions - Data and Content Management (DCM), Digital Design and Delivery (DDD), Innovation, Privacy and Policy (IPP), Technology Support and Operations (TSO). The divisions are engaged in a variety of projects and functions that continue to add to the digital framework, data governance, and programs while continuing to deliver on outcomes identified in the Strategic Plan.

The Technical Analyst is an entry-level position for students currently enrolled in a Bachelor of Computing Science degree program or equivalent to gain experience in a variety of IT functions. The Intern - Technical Analyst provides support to operations in digital delivery, technology & support operations, and data intelligence services. The Intern Technical Analyst will assist in developing creative digital solutions to deliver high quality citizen-centric digital services. Senior technical staff in the branch will provide mentorship to interns and as a result will have opportunities to improve their own leadership competencies.

## Responsibilities

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

1) Support Product and Platforms Teams in both front end and back-end software development as part of a multidisciplinary project team.

- Participate in project activities, including field work and user research.
- Research industry trends and new technologies, identifying technology opportunities
- Support the design and implementation of digital services, shared components, and integrations to existing systems.
- Provide technical, support, and recommendations as it relates to software development including technical assistance to other project team developers when resolving problems
- Work closely with GoA ministry partners and external stakeholders to identify and advocate technologies that will lead to digital transformation.

2) Provide support to Service Operations.

- Work with senior analysts to troubleshoot, resolve and/or coordinate the resolution of all support calls
- Ensure all work requested is tracked within BERNIE and that work logs and resolution details are kept updated
- Installing and configuring database management systems
- Maintaining database structures to meet the needs of the organization
- Ensuring the security of sensitive data by implementing and maintaining database security measures

3) Provide technical expertise and support to IMT Operations.

- Works with a team of analysts responsible for creating, implementing, and managing new IMT services. This includes business analysis, technical design, implementation, operations, monitoring, troubleshooting, and interfacing between IMT systems
- Contributes to the development of internal procedures, tools, and documents to provide a high level of service integrity and availability. This includes maintaining system documentation and developing technical support standards and procedures.
- Supports clients through technical support of the IMT services, developing procedures and create reporting mechanisms as required.
- Liaises with IMT Teams as necessary to ensure that all day-to-day client priority issues are dealt with in a timely manner.
- Participates with service testing, evaluation, and recommendations.
- Understands cloud best practices and can identify when GoA practices do not align with industry best practices for cloud platforms
- Provides support of cloud web services and apps, on premise web hosting and file transfer services - ensuring these services continue to meet stakeholder requirements. Operational support activities include configuration, fixes, patches, upgrades/updates and automations. Includes installation, user acceptance testing, help desk functionality, user training, trouble shooting and problem resolution
- Supports the design and implementation of disaster recovery strategies and recovery plans that meet application Recovery Time Objectives and Recovery Point Objectives

4. Provide service support and guidance around data management, governance, architecture, analytics, product delivery and literacy. Contribute to the development and implementation of government's internal artificial intelligence program including robotic process automation.

5. Assist in the development of enterprise content, technology and privacy management policies and strategic

initiatives. Provide divisional business support, administrative services, and governance support for content management initiatives.

## Problem Solving

Typical problems solved:

This position requires good analytical thinking, creativity, and problem solving abilities to successfully support the creation and maintenance of solutions. The intern must have the ability to work independently, applying good judgment and decision making skills.

The position works with various ministries and may work on more than one project team, requiring knowledge of several different technical stacks and government processes. The position contributes to decisions that will affect the overall success for each project.

The position will create and maintain new IMT services used within GoA and by the general public. This position will work closely with branch team members and ministries to create, maintain, and manage highly available services.

This role performs problem analysis to resolve systems issues. Performs complex diagnosis of problems, providing solutions within the areas of responsibility, and/or through consulting with business and branch analysts; coordinates implementation of fixes and enhancements. Will coordinate problem-solving efforts often involving outside vendors and other support personnel and/or organizations.

The position regularly faces complex technical problems that need to be solved. These issues are addressed by having a strong technical background, being creative, and by researching and/or consulting with other technology experts across the GOA.

Types of guidance available for problem solving:

The Manage/Team Lead are available for consultation. As well, the support teams in DCM, DDD, IPP, and TSO are available to help address problems.

Direct or indirect impacts of decisions:

This position is expected to work within established guidelines and frameworks, applying good discretion when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements. The impacts of not doing so would create a negative effect on the delivery of services to business and have a financial impact to the GoA due to implementation delays and re-work.

## Key Relationships

Major stakeholders and purpose of interactions:

**GoA Staff** - Requirements gathering, problem resolution, provide guidance and recommendations

- **Consultants\Contractors** - Cooperate with to provide services; support in order to deliver project deliverables; coordinate delivery of database services.
- **Cloud Platform Services Peers** - Knowledge exchanges, technical assistance
- **Cyber Security Services** - Critical interaction to ensure platforms and services are secure

- **Team Members and Leadership** - Provide insights, technical work and support to team members and leadership
- **Business Technology Operations Peers** - Information sharing, collaboration for new services
- **Business Technology Operations Leaders** - Planning activities, operational efficiency recommendations
- **Vendors** - Support issues, research, and learning
- **Governance bodies** - including Governance, Change Advisory Boards and various committees and groups - Required for maintenance of services
- **Project Management Office** - Reporting progress and status for work on various projects supported by services
- **FOIP / Litigation team** - Responding to requests from various ministries to support FOIP and litigation requests against hosted services
- **Records Management/Information Management** - Critical interaction for job function to properly align services to RM/IM requirements
- **Infrastructure Services** - Aligning to standards provided by infrastructure team; including server configuration, server architecture and cloud services

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Information Technology, Computer Science, or related program

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

University graduation in computer science or a related discipline plus two years related experience; or equivalent as described below.

Equivalence: A related two-year diploma in computer technology or a related discipline from a recognized postsecondary institution and four years related experience; or a related one-year certificate from a recognized postsecondary institution and three years related experience.

High level understanding of designing, programming, and implementing large complex information systems including systems development life-cycle, structured programming methods (agile), requirements definition, solution design, program development, testing, documentation, training, deployment, operations, support and maintenance, and common development language (eg. .NET, Java, Python).

Understanding of process analysis and design.

Understanding of conceptual, logical and physical data models.

Knowledge of statistical analysis techniques, quantitative geographic analysis and familiarity with GIS technologies.

Strong problem-solving and analytical skills.

Strong risk management skills.

Experience working in a government environment.

### 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Observes and understands larger impact of role:	

		<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 organization adds value for clients and stakeholders</li> </ul>	
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> <li>• Breaks down problems into small parts</li> <li>• Constructively questions and challenges the norm</li> <li>• Open to other's perspectives and aware of own</li> <li>• Contributes ideas for improving processes, and adapts existing practice to address problems</li> </ul>	
Agility	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Understands need for change and manages own emotions:</p> <ul style="list-style-type: none"> <li>• Uses common sense and past experience to approach ambiguous problems</li> <li>• Prevents emotions from affecting others negatively</li> <li>• Looks for information on changes</li> <li>• Open to new ideas and helping co-workers</li> </ul>	
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> <li>• Sets goals and prioritizes work</li> <li>• Identifies and corrects areas for improvement</li> <li>• Suggests actions; asks for advice when lacking information or multiple priorities</li> <li>• Operates within APS</li> </ul>	