

Update

Ministry

Municipal Affairs

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Analyst

Current Class

Program Services 4

Job Focus

Corporate Services

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

MPE, Engagement and Information Services

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Information Services

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2018-07-01

Responsibilities Added:

Since the last classification review, this position shifted considerably from its original intent. The position now reflects the ministry's need to have a technical skillset to modernize and develop an appropriate business intelligence environment to ensure ministry data is appropriate, accessible, relevant, and timely. This emphasis requires an extremely strong understanding not only of technical software and applications, but broader ministry business needs, 'big-picture' systems thinking about how to meet those needs both now and in the future, and strong statistical or analytical methods which are most suited to the advanced knowledge gained through graduate-level work within a university setting.

The position maintained its analytical and technical focus, but shifted away from a more generic evaluation practice to specialization within statistics and analytics in order to make best use of the data of interest to the ministry and meet business needs.

The expectations for this position have increased, as the incumbent is expected to be a subject matter expert in several areas, providing supervision to staff on projects they lead, and guidance and mentorship in their areas of technical expertise to other members of the Information Services team, and division. The position provides expert

advice on the use and limitations of ministry data sets, and makes recommendations to senior leadership for system improvements.

Responsibilities Removed:

[See above.](#)

Job Purpose and Organizational Context

Why the job exists:

The Municipal Services Division (MSD) consists of several areas designed to help municipalities provide good local government to the residents of Alberta the Municipal Policy and Engagement Branch (MPE), the Municipal Capacity and Sustainability Branch (MCS), and the Public Library Services Branch (PLS). MSD provides support services and advice to municipalities to assist them in developing sustainable and effective local government for Albertans. The division focuses on innovation and cooperation, municipal viability, and sound policy and legislation.

The Information Services team captures and analyzes an extensive suite of stakeholder information to assist the division and Ministry in their decision making. The team is responsible for ensuring the accuracy of municipal boundaries, the analysis of municipal information, and the use of visualizations to make the information more accessible to Albertans. The team is the analytical hub for the division, undertaking data collection, analysis and reporting for the ministry both internally and through the government's open data portal. Key data sets maintained by the team include: municipal financial and statistical information; municipal population and demographics; election information; municipal indexes; municipal land boundary and geospatial information; and elected and administrative contact directories.

Reporting to the Manager of Information Services, the Senior Analyst plans, designs and implements the business intelligence environment (BIE) for MSD. The role is responsible for assessing and recommending options to develop the division's BIE, including appropriate products, strategies and technical architecture to collect, analyze and report on key municipal information. Projects under the purview of the role include expansion of the ministry's data assets (both year over year and creation of new assets), increasing system effectiveness, accommodating software maintenance and enhancement updates, and responding to legislative and program changes that impact data needs and BIE requirements. The position is responsible for ensuring and providing information technology (IT) program administration support and database administration in accordance with the Government of Alberta and the Ministry's IT management policies and procedures and applicable legislation for the Municipal Financial Information System (MFIS), the Stakeholder Information Management System (SIMS), and various secondary programs that are critical to the ministry's business.

Using strong statistical and analytical theory and practice, the role works with a multitude of municipal data sets to explore, design and implement data collection and analysis methodologies, including the creation of indexes, benchmarks, trend identification, modeling, multivariate regression, or other statistical analysis. The role uses discretion to determine appropriate and sound methodologies to meet information needs. Results of this analysis are used in ministry business plans and annual reports, requiring a high degree of attention to detail, quality assurance and accuracy. The role designs and implements public-facing data reporting information products, including interactive dashboards, knowledge translation documents, control documents, and other data visualizations. The Senior Analyst is responsible for providing responsive analysis to ministry information needs to include in Action Requests, Briefing Notes, Memorandums to Cabinet, or other deliverables. Information produced by the Senior Analyst will be used to inform decision-making related to initiatives and strategies within the ministry, reviews of municipal viability, grant funding formulas, and other key business activities.

The Senior Analyst leads user support strategies, including training, to assist clients in understanding reports and statistical information. Part of this task includes leading activities targeted at building an evidence-based culture throughout MSD.

Developing and maintaining internal and external relationships is a key responsibility of this position - addressing stakeholder needs and requirements while maintaining the Ministry's strategic priorities. This position is of significant relevance to department and cross-ministry initiatives.

Responsibilities

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

Business Intelligence

- Assess and recommend options to enhance the ministry's BIE, both internally and externally.
- Assess, design, and implement solutions to expand the ministry's data assets within the BIE (accommodating changes or additions to existing data sets, and addition of new data sets based on ministry needs).
- Make recommendations and implement solutions to enhance ministry system effectiveness.
- Ensure alignment of ministry business intelligence processes with Government of Alberta policies and procedures.
- Maintain existing ministry databases including MFIS, SIMS, and other secondary programs.
- Ensure appropriate user access and security levels are maintained on existing databases.
- Ensure effective quality controls (e.g., data verification, project monitoring) to ensure accuracy and timeliness of his/her work.
- Lead departmental and interdepartmental working groups to develop performance measures and establish data standards to meet monitoring and outcome reporting requirements.

Analytics

- Explore, advise, design and implement data collection and analysis methodologies for ministry data requirements.
- Determine appropriate data sets for analysis and undertake analysis across large-scale data sets (international, national, provincial (Municipal Affairs and other ministry data), and municipal data sets).
- Complete data analysis and reporting, including communication of limitations in an accessible manner for end-users.
- Use analytical techniques and statistical methods to produce results, and prepare reports and analyses on conditions and trends within Alberta's municipalities, and Municipal Affairs' policies, programs, initiatives and clients.
- Identify client requirements and determine appropriate output (e.g. data pulls, statistical analysis and/or development of customized reports and tools).
- Design and implement public-facing information products, including interactive dashboards, knowledge translation documents, control documents, etc.
- Provide appropriate content for ministry deliverables, including Action Requests, Briefing Notes, presentations, Memorandums to Cabinet, etc.
- Meet with internal and external ministry stakeholders to explain analysis, limitations, and interpretation to facilitate the effective use of information produced.
- Leverage advanced statistical modeling methodologies to compensate for gaps and limitations of existing data sets.

Project Management

- Lead large-scale ministry data projects, including: delegating tasks to staff assigned to project team; providing mentorship and guidance; providing technical oversight on deliverables; and managing project timelines.
- Manage designated projects to ensure, goals, strategies and timelines are adhered to; support required for successful implementation is provided; and ongoing project team activities are effectively coordinated.
- Coordinate meetings and events for initiatives, as required.
- Mentor junior, temporary and new staff to enhance their understanding of ministry processes, business intelligence, analytics, statistics, analytical software applications, and/or research methods.

Communications

- Lead training initiatives, including the design, development, and delivery of sessions.
- Consider the most appropriate means to communicate complex, technical information to the end-users and design appropriate information products to meet their needs.
- Undertake data visualization using both Government of Alberta design standards and best practices from the field for data visualization.
- Drive capacity-building activities within the ministry designed to enable a culture of evidence, including both formal and informal learning opportunities (i.e., participatory methods for design, data collection, data analysis and reporting; as well as formal, structured learning sessions grounded in best practices for adult learning).
- Develop and maintain internal and external relationships with key stakeholders.
- Lead the development and maintenance of written materials that fully document processes and procedures used in the analysis.

- Work with other business areas and project teams (e.g., policy, planning, and information technology) within the ministry to thoroughly identify and articulate data requirements for reporting and analysis and identify potential impacts of proposed systems changes on business processes.
- Develop and deliver presentations as required.

Problem Solving

Typical problems solved:

The breadth of this role is considerable, as the Senior Analyst must have knowledge of many business areas within the department and across ministries to provide advice and lead business intelligence and analytical activities. In addition, the Senior Analyst must have a good understanding of cross-ministry, inter-governmental and stakeholder relations.

The position requires in-depth knowledge with regard to a variety of theoretical and applied research methodologies including: social science research methodologies; data collection and analysis; sampling design; data collection instrument design and validation; interpretation of quantitative data; data triangulation and consideration of multiple lines of evidence. In addition, this position also requires the ability to analyze and present information in an easy-to-understand manner within the context of government goals, client needs, fiscal responsibility, operational feasibility and stakeholder interests. Strong project management skills are expected for this role, to independently lead and manage designated tasks, as assigned by the Manager, Information Services.

The Senior Analyst is involved in a variety of functions across the division and is expected to work with colleagues to determine how to best address their requirements. Influence is exercised through working collaboratively with diverse teams and work groups. The position is responsible for presenting and communicating key recommendations or findings to support evidence-based decision-making throughout the Ministry and with Municipal Affairs stakeholders.

The Senior Analyst leads projects with foci ranging from a single client/municipality, to projects that are provincial in scope, and involve multiple municipalities, or regional services commissions. The analysis can often include data and resources from other levels of government (federal or municipal), ministry departments (Office of Statistics and Information) or external organizations (Statistics Canada). Complexity is demonstrated through the need to:

- Create new and novel solutions to address information needs and assess impacts of new solutions on business resources and processes.
- Undertake complex statistical analysis using a broad range of information from internal and external data sources and prepare/clean this information by assigning primary identifiers that enable future integration.
- Plan, prioritize and anticipate data needs based on changing ministry or divisional priorities.
- Track and resolve business issues, competing/conflicting business priorities and escalate issues when necessary.
- Identify issues for discussion and that could require additional approvals on such matters as database design and governance, legislation compliance concerns for financial reporting.
- Resolve complex issues which affect the quality of products and information that is available to stakeholders and the general public.

Exercise good judgment and utilize exceptional interpersonal skills to represent the interests and goals of the division and unit with stakeholders.

Types of guidance available for problem solving:

Guidance for the role includes: the Manager of Information Services; legislated and regulated requirements; support from SME colleagues; and defined best practices within the fields of economics, business intelligence, and statistics.

Direct or indirect impacts of decisions:

The work of this role directly impacts both internal and external client groups, including:

- branches and divisions within Municipal Affairs,
- other ministries within the Alberta government,
- other levels of government, and
- external stakeholders within the province

Key Relationships

Major stakeholders and purpose of interactions:

- Executive Director and Assistant Deputy Minister periodically (as required) to provide technical support

and explain briefings

- Director, Engagement and Information Services (regularly) to provide policy presentations and recommendations; provide background information to support and inform the Director's participation in various initiatives
- Manager, Information Services (daily) to provide updates and raise awareness to emerging issues; receive direction; participate in team planning and reporting
- Fellow unit and branch staff (daily) to collaborate and inform branch initiatives; share information Subject matter experts across divisions and departments (as required) to collaborate on specific projects; provide technical guidance or advice; communicate regarding analyses and research results
- Other ministries and/or other divisions within MA (as required) to maintain strong working relationships to share information; collaborate on initiatives; represent and influence others
- Municipalities and Community Stakeholders (as required) to inform or engage with municipalities, administration, and community stakeholders

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Other	Other	

If other, specify:

Business Intelligence, Computer Science/Engineering, Statistics, Economics, Accounting/Business

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

1) Qualifications:

- University degree in Business Intelligence, Computer Science/Engineering, Statistics, Economics, Accounting/Business or Public Administration. While a master's or doctoral degree is preferred, an applied degree or technical diploma with equivalent experience will be considered.
- Six years of progressively responsible related experience.
- Significant experience conducting analytics or research.
- Applied experience working within a business intelligence environment or with large databases and analytical software applications.

2) Knowledge of:

- Relevant legislation and regulations, policies, business plans and strategic initiatives of the Ministry (including the *Municipal Government Act*, the *Freedom of Information and Protection of Privacy Act*, the *Supplementary Accounting Principles and Standards Regulation*, and the *Municipal Census Regulation*).
- Knowledge of programming languages such as Python, M, DAX, SQL, VBA, querying Oracle Databases, and extensive experience with MS Office Programs (e.g., Excel, Access).
- Elements and structure of municipal financial statements and general accounting functions.
- Statistical methodologies, statistical systems applications (e.g., SAS).
- Research methodology, change management, systems thinking, evaluation and knowledge dissemination processes.
- Familiarity with key municipal stakeholders and associated financial, statistical, census and election data.
- Government of Alberta IT Management policies and procedures, Ministry IT policies and procedures.

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		
Drive for Results	☐	☒	☐	☐	☐	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes	Strong analytical skills, including statistical and economic analysis to derive clear analysis from diverse sources of data. Strong project coordination skills, including ability to assess priorities, coordinate

		• Aims to exceed expectations	projects, and make optimal use of available resources to achieve outcomes. Effective project management skills.
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	Strong capacity to work within ambiguity, self-direct exploratory analysis, and creativity to propose solutions to emergent issues and information requests. Identifies and applies sound methodologies to effectively analyze ministry data, including the triangulation of data from multiple data sets, where required. Skilled at critically interpreting research findings and identifying gaps in, and limitations of, the evidence. Proposes recommendations and results-based options that are feasible and useful to management, appropriately weighing the implications on programs and policies (SMART recommendations).
Build Collaborative Environments	○ ○ ● ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	Strong interpersonal and facilitation skills, including ability to build capacity and develop and maintain effective working relationships with a diverse group of stakeholders, both internal and external to the Ministry. Understands the complexities of internal and external organizational relationships, procedures, and relationships with key stakeholders. Builds and effectively uses informal and formal networks to better achieve objectives.

Benchmarks

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

024PS20 - Senior Economist, Office of Statistics and Information, Treasury Board and Finance
024PS69 - Business Analyst, Information Technology System Management, Service Alberta

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