Government of Alberta ■

NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN

Working Title		Name
		Vacant

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
NEW			

Present Class	Requested Class
Systems Analyst 3	Systems Analyst 3

Dept ID	Program Code	Project Code (if applicable)

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide **Pages 7-8**).

The purpose of this position is to contribute to the development of, and to work within, government /departmental/divisional information technology guidelines, policies, procedures, and practices. The position supports new development of applications or major enhancements to existing applications that range from small and simple to large and very complex.

The incumbent will provide guidance and technical leadership throughout implementation, including stepping in to solve issues; working within application teams to guide the selection and prioritization of tasks; working with other teams to build, test and document integrations and APIs. The position provides leadership and direction to a blended team of technical professional staff that may consist of union, opted out and contracted resources.

The position supports the Service Delivery in coordinating the application support activities required from other areas of Information Management Technology, (IMT) such as business stakeholders, database administration, data services, production operations, acceptance testing, and server support.

Incumbents will be required to maintain a current awareness of the industry, following current trends in software systems, online delivery, and other IT fields, and will assist to pragmatically weigh the cost, complexity and maturity of a technology against its capabilities and benefits to government.

As an expert in software delivery, this position will also provide assistance, guidance and feedback on projects led by other programs. During such engagements, the incumbent will examine the project's requirements and goals, and make recommendations on the approach and technologies being used as well as identify opportunities where existing or new tools and technologies may assist or complement a project.

The position also creates and promotes synergy and success among employees by providing leadership in resource management, mentoring, coaching, and succession planning by developing a professional team that delivers quality accountabilities, on time, and within budget.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide **Pages 9-10**).

1. Ensure that the application solutions to be acquired or developed are technically sound and completely address the business requirements. Aim to deliver the solutions in the best possible manner, with regard to maintainability and usability.
   - Explore options for solving business problems and identify solutions.
   - Review and provide feedback on the design documentation prepared by the team.
   - Ensure that standards are adhered to and solutions are consistent between solutions for reusability.

2. Build an effective relationship with the applications clients in which they solicit and trust the team's advice on the use of technology in relation to performance of their business.

   - Develop a solid understanding of the business being conducted.
   - Respond to problems or queries on any topics relating to the clients' business and applications.
   - Recognize opportunities for business improvement through the use of technology, and bring these to the client's attention.
   - Act as an advocate for the client when interacting with other areas.

3. Systems analysis for the development, enhancement and maintenance of the applications, or any impact from changes on interfaced systems, to attain clarity on business requirements to ensure that business needs are well understood.

   - Assess and analyze application requirements. Liaise directly with clients and/or interfaced systems clients and team members, as required, to clarify application needs.
   - Assess and analyze impacts of infrastructure changes, such as software upgrades.
   - Prepare documented analysis of alternatives and supported recommendations to meet client and/or interfaced system's needs. Consult with clients to explain delivery alternatives and negotiate agreement on alternative delivery methodologies.
   - Evaluate Work Items for emergency, maintenance and new development projects.

4. Ensures that IMT solutions comply with applicable application standards, principles and guidelines.
   - Ensures that projects identify, document and deliver key information and application requirements as well as the sup System design for the development, enhancements, and maintenance of the application to ensure the system design meets business requirements.
   - Ensure compliance with departmental/branch policies, standards, practices, methods, and procedures regarding the security and operation of client systems and databases.
   - Ensure the quality and maintainability of systems and databases developed are considered in the design phase.

5. Provide leadership in the design, construction, testing and implementation of new information systems that support client requirements and departmental objectives, using a wide variety of technologies within a networked environment.
   - Assist in preparation of project work plans and resource estimates. Adjust project work plans and resource estimates to account for changes to priorities and requirements, as required.
   - Provide direction to the development teams.
   - Identify, analyze and investigate system and client requirements. Provide recommendations to support alternatives that will meet application needs.
   - Ensure appropriate communication and coordination of the activities as the development work occurs.
   - Mentor teams on support issues and development work.

6. Provide leadership and direction to a team of system analysts dedicated to supporting the application(s). In doing so, build a team that demonstrates capability and commitment to their responsibility.
   - Provide feedback to employees on an informal basis and through the performance plan review process.

   Seeks out, clarifies and mutually agrees on an individual's development needs when serving as a coach and mentor

   - Provides balanced positive and corrective feedback during performance discussions.
   - Delegate authority and responsibility for certain aspects of application support.
   - Foster a results-oriented approach to client service both by setting an example, and by coaching or mentoring team members in their interaction with clients and other support areas.
   - Act as an advocate for the team when interacting with other support areas or projects.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide **Pages 11-12**).

Impacts:
- The target audience of initiatives undertaken by this position will typically range from multiple users across multiple ministries, to the general public (all Albertans).
- In some cases, solutions will provide common services to numerous integrated government systems, which in turn may target the employees of a given ministry, or all Albertans.

Scope of work:
- Work with internal or vendor support teams to transition solutions to operations including preparation of relevant documentation, processes, support scripts, and etc.
- Applies emerging technologies to build novel solutions and services aligned with current business objectives.
- Identifies potential solutions to existing problem areas or that align to current business objectives.
- Assists client business areas in identifying and defining customer business needs and processes.
- Assists project teams in selecting application components and solution design.
- Consults extensively with management to present solutions and opportunities.
- Identifies and analyzes alternative courses of action, coordinates the resolution of issues, identifies changes, implements resolutions, and leads projects in some occasions.
- Ensure alignment of solutions to the established standards, as well as making contributions towards application architecture.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide **Pages 12-14**).

1. Overall business knowledge and knowledge of the strategies, guidelines, policies and processes of the organization (at a high level) is required.
2. Position requires extensive analytical, problem solving, organizational and evaluation skills and the ability to make and influence decisions which impact the organization. A good sense of judgment is required. Excellent communication and negotiation skills, including the ability to relate to all levels within the organization, and presentation skills are required.
3. Job requires a university degree in Computing Science or equivalency. Experience is required in developing and/or maintaining complex applications, and experience in working with a variety of technologies, platforms and languages.
4. Must have technical knowledge of a variety of software is required, including knowledge of industry wide standards and standards organizations.
5. Strong knowledge of the tools and systems required to configure, build, test, host, deploy and update distributed applications in an automated fashion.
6. Must be a critical thinker with the ability to generate and evaluate multiple alternatives. Strong business acumen with ability to work across a large organization with multiple departments and projects concurrently is needed.
7. Must have the creative problem solving skills to seek clarity and get to the root of the issues and identify alternate solutions to encourage a culture of innovation.
8. Must be the system thinker to look beyond the immediate and considers the whole system. Integrates the knowledge to consider the impacts.
9. Must be agile to anticipate, assess and readily adapt to changing priorities, and effectively work in a changing environment.

Position Requirements:
- A related University Degree or Technical Diploma, preferably in Computing Science or Software Engineering, supplemented by considerable related IT experience (directly related, recent experience within an application development environment is preferred).
- Experience in design through development of software components designed to be reused by more than one business application/project.
- Ability to quickly understand a complex situation, determine the few key critical factors, and make resolution recommendations

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide **Pages 12-14**).

- Analytical and problem-solving skills, in planning and designing creative solutions to meet customer needs.
- Be able to assess and analyze client's business based on IMT knowledge and business knowledge to provide effective solutions for client areas
- Be able to assist the client in executing strategies with technology, process, organizational design and IMT operations as leverage points to deliver strategic value.
- Be able to understand business goals, and translate them into effective IMT solutions.
- Communication and interpersonal skills. The ability to deal effectively with staff at all levels from support personnel to senior management.
- High level of organizational skills, required to simultaneously coordinate multiple projects with tight timelines.
- Planning and organizational skills in scheduling and monitoring concurrent projects.
- General knowledge of current and emerging technology products and services.
- Coordinate and oversee the implementation of the operational schedules.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide **Page 15**)

This position has managerial responsibilities (hire, promote, discipline, discharge and evaluate the performance of employees and contractors).

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide **Pages 15-16**).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide **Page 17**).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

Name	Signature	Date

Manager

Name	Signature	Date

Division Director/ADM

Name	Signature	Date

Promotes the development of programmers and programmer/analysts by supervising their coding techniques, assigning analytical responsibilities as deemed appropriate