

Government of Alberta ■ NON-MANAGEMENT JOB DESCRIPTION

POINT RATING EVALUATION PLAN

Working Title Content & Collaboration Services (CCS) System Analyst		Name	
Position Number		Ministry Technology and Innovation	
Present Class Systems Analyst 2		Requested Class	
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](#)).

This position:

- 1) Provides application server side maintenance, applications development and support to complex custom Enterprise Information Management systems used across GoA. The systems supported are both foundational and critical systems supporting program delivery within GoA
- 2) Provides records and support for applications that are industry and public facing including publishing portals, public web sites and related interfaces.
- 3) Works within government/sector/departamental/divisional information technology guidelines, policies, procedures and practices to ensure that service is available for all GoA ministries.
- 4) Undertakes application maintenance and enhancement projects individually, and as a team member, under the guidance and direction of an Application Team Lead.
- 5) Provides technical consulting with other system team members, client staff and external stakeholders as appropriate.
- 6) Provides project support of small to medium sized projects and full range of system and customer support services (e.g. system design, development, testing and implementation of new systems as well as installation, maintenance and enhancements of existing applications and client training as required)
- 7) This position provides design consulting on Electronic Information Management (EIM) development best practices including structure, metadata best practices, search optimization, governance and working with emerging technology and Content Management System trends to GoA.
- 8) This position provides design consultation, development and enhancement support for cross sector and enterprise projects.
- 9) This position provides technical leadership for various applications

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**).

This position has the following responsibilities for applications within OCCIO&T Client Service Management

- 1) 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. Specific projects may be undertaken independently, or as a member of a team.
 - Assess and analyze application requirements. Liaise directly with clients and/or interfaced systems clients and team members, as required, to clarify application needs.
 - 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.
 - Perform database analysis and determine requirements. Analyse appropriate alternatives and recommend preferred solution.
 - Participate in post implementation reviews.
- 2) Electronic Information Management (EIM) specific systems design, enhancements and maintenance.
 - Provide guidance on how to best implement EIM projects following Industry and GoA best practices.
 - Adhere to OCCIO&T Electronic Information Management governance for data, records management and information management.
 - Respond to queries from clients (including external clients) regarding a wide variety of topics related to records scanning, metadata, security, site customization & design, and governance.
 - Keep abreast of emerging EIM technology & trends such as Optical Character Recognition, long-term storage of documents, searching best practices, machine learning and how they can be applied within GoA.
- 3) System leadership in the design for the development, enhancements, and maintenance of the applications to ensure the system design meets business requirements. Specific projects may be undertaken independently, or as a member of a team.
 - Lead/participate in requirements sessions.
 - Ensure business requirements are gathered correctly and completely and documented following the standard development methodology.
 - Ensure compliance with departmental/branch policies, standards, practices, methods, and procedures regarding the security and operation of client systems and databases.
 - Prepare documentation such as requirement documents, architecture documents, etc. using standard methodology.
 - Ensure the quality and maintainability of systems and databases developed are considered in the design phase.
 - Modify and create database records/tables that meet client needs when doing system enhancements.
- 4) Construction activities for the maintenance and enhancement of the applications to implement the required changes.
 - Create and enhance programs to meet client requirements within a development environment.
 - Coordinate with clients, analysts and/or interfaced systems clients and team members during testing, providing systems support and operational assistance.
 - Conduct testing.
 - Identify and resolve deficiencies and functional defects.
 - Ensure all application changes are developed, tested and implemented in a well-controlled manner using software release strategy.
- 5) System leadership in 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.
 - Prepare iteration/project work plans and resource estimates. Adjust project work plans and resource estimates to

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- account for changes to priorities and requirements, as required.
 - Provide direction to the project team, composed of contract resources and employees.
 - 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 project occurs.
 - Respond to legislated changes or priority changes as they occur and adjust plans, assignments, and schedules as required.
- 6) Provide support to the Test Centre to ensure quality deliverables are attained.
- Follow up with testing team regarding raised tickets and rejected work items.
 - Have proper documentation on changes related to work items.
 - Participate in test strategy planning.
 - Participate when requested in acceptance test related meetings.
- 7) Provide production operation and support tasks to ensure the smooth and efficient operation of the applications.
- Ensure integrity and optimal performance of application and databases.
 - Test upgrades to vendor products (such as operating systems, compilers and utilities, job scheduler, database management systems, etc.) to maintain continued application stability.
 - Provide on-call support after hours and on weekends, as required.
 - Develop disaster recovery plans.
 - Execute disaster recovery exercises to ensure effective recovery of departmental systems in the event of a true disaster.
 - Support Production Operations Team.
- 8) Provide services to the clients based on developing and maintaining a working knowledge of the clients business to help the clients perform their business functions.
- Provide dedicated consultation/assistance to the clients to aid them during major or critical production activities.
 - Provide analysis and recommended solutions for data problems.
 - Generate ad hoc reports to meet specific client needs and address management information requirements for statistics, data analysis and special reports.
 - Provide training as required on major enhancements to internal clients.
 - Respond to queries from clients (including industry and external clients) regarding a wide variety of topics such as data availability, data formatting and relationships.
- 9) Continue to learn and expand technical expertise in the tools and products used to support the applications so that the clients receive the most up to date and efficient system possible.

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**).

This position requires production support, maintenance and new development activities for these main systems:

OpenText Content Server (OTCS):

- The Content & Collaboration Services (CCS) Team is responsible for the smooth operation of eight OTCS servers including software installs & upgrades, configuration of OTCS application, components and services, maintenance of indexing & metadata engines and all related application disaster recovery planning and tests
- OTCS is a critical records management application used for organization, classification, retention and disposition of records with archival and long term value
- Each OTCS contains millions of records.
- OTCS is a primary records repository PFC, EG, ER and CSAS sectors
- OTCS is heavily integrated into the Records Management, Information Management and FOIP programs used

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across the GoA

- OTCS has application interfaces to Kofax Capture, Adlib and Sharepoint
- OTCS has critical application interfaces to AEP internal and public facing applications including:
 - ESAR, EMS, RSC, WATERS, EDW, GLIMPS, EDS, RSAP, Sand & Gravel, RAM, MOGIS, MRIS, Foundation, FMT, OASIS and other applications
- OTCS has critical application interfaces to the eFOIP GoA enterprise application
- OTCS interface with Sharepoint, Intranet and other GoA applications
- OTCS is a core business tool for GoA staff and considered a critical application
- Clients for these systems come from across all of GoA and include multiple Deputy Minister and Minister's offices as well as industry and public

Oracle UCM

- UCM is used to support front line facing applications for Agriculture & Forestry
- UCM is a primary Content Management Systems (CMS) for various ministries, and is heavily integrated into Information Management, Records Management, FOIP and Business processes throughout the Government of Alberta.
- Each Documentum instance contains millions of records.
- Documentum is integrated into multiple business processes and provides access to business records, supporting meta-data, audit information and versioning.

Documentum

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Kofax Capture

- The CCS Team is responsible for the smooth operation of the Kofax Capture Server and client installs including software installs, upgrades, and scanning hardware configuration
- Kofax Capture is used for scanning, automated document recognition, quality control and capturing metadata for records in accordance to the GoA Legal Option for records scanning
- Kofax Capture is the primary application used for digitization of paper records brought into Department of Energy's Electronic Management Systems
- Kofax Capture ensures that scanned records can be considered source records, and allows for legal disposition of the original paperwork
- Kofax Capture is heavily integrated into OTCS through custom developed modules and C# code

Adlib

- The CCS Team is responsible for the smooth operation of the Adlib Server and client installs including software installs, upgrades, and scanning hardware configuration
- Adlib is used as the primary method of converting records into the Portable Document Format/Archival (PDFa) format.
- PDFa is an ISO-standardized version of the PDF format that is designed for long term retention and digital preservation of electronic records
- Adlib is heavily integrated into OTCS through custom developed modules and C# code
- Adlib is set up as a batch conversion interface to allow bulk updates of records

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Information Letters (IL):

- The CCS Team is responsible for the smooth 24x7 operation of the information Letters Server
- The IL primary purpose is to publish government Information Letters to industry through a public facing web site and email lists
- IL provides ministry staff with built in submission, approval, tracking and auditing of Information Letters
- IL is an in-house built app consisting of C#, ASP.Net, and SQL

Additional scope required for this position includes:

- Organizing and chairing Change Advisory Board or Technical Committee meetings.
- Performing requirements gathering with a wide variety of business clients from across different management levels in GoA.
- Project management activities including managing conflicting requirements, controlling scope and prioritizing development efforts.
- Working closely with Records Management and Information Management groups to develop and enhance EIM solutions.
- Working with additional applications and custom code development as required for the position.
- Managing local and federated search indexes.
- Development and maintenance of system governance.
- Other activities as required

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**).

Competency profile:

- **Creative problem solving.** The systems analyst requires problem solving abilities to analyze technical, complex systems requirements and implement optimized solutions to address client needs and system requirements.
- **Agility.** A high level of organizational skills is required to simultaneously coordinate multiple projects or tasks with tight timelines.
- **Driving for results.** The systems analyst understands the goals and priorities of the departments and maximizes resources to achieve those goals and priorities.
- **Systems Thinking.** With integration of systems and business, the systems analyst must consider the impacts a solution may have on other applications, OCCIO&T teams and business.

This position requires competent written and verbal communication skills in order to facilitate Change Management and Requirement Gathering sessions, to provide end user support and training, and for day to day interactions with business and information management staff.

This position requires good project and time management skills to coordinate requirements gathering sessions, code migration and testing efforts.

This position requires the capacity to work with multiple business areas, and multiple business partners from different levels of management, in order to investigate and understand business processes and workflows from any area of GoA

This position requires working closely with Information Management through appropriate consultation and collaboration

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to ensure client solutions are developed to meet long-term retention & disposition needs.

This position requires the following technical knowledge:

- Knowledge of OpenText Content Server 10.x server administration
- Knowledge of OpenText Content Server 10.x Web Services, workflow development and LAPI development
- Knowledge of OpenText Content Server 10.x extensions including:
 - Extended ECM, Spider, XML Workflow, Electronic Signatures, Active view, Object Importer, Content Intelligence, WebReports, CLM Services For Sharepoint, Blazon, and Brava!
- Knowledge of Oracle UCM and associated extensions
- Knowledge of Documentum and associated extensions
- Knowledge of Kofax Capture Server administration and development
- Knowledge of Adlib Server administration
- Knowledge of MSSQL 2016, and MSSQL 2016 Server Utilities
- Adherence to programming principles, techniques, practices, logic and database design
- Adherence to application design and change management procedures
- Knowledge of Windows 10 – Operating System, Microsoft Office software, and Open Text Livelink
- Knowledge of Windows Server 2016 including security configuration, security configuration and IIS configuration
- Detailed knowledge of data and its relationships so that appropriate database scans for adhoc queries by clients and management can be generated
- Ability to develop and debug code in HTML, HTML5, VBA Script and JavaScript
- Ability to develop and modify code in PowerShell and Batch files
- Ability to develop and debug code in C# (.NET 4 or later), VB Script and MS SQL (2008 and later) may be required
- Ability to develop and modify Cascading Style Sheets may be required (CSS)
- Ability to develop in ASP.NET using the Model View Controller (MVC) architecture with Entity Framework may be required

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide **Pages 14-15**).

This position communicates with:

- Team members
- GoA client staff, in responding to varied application maintenance and enhancement needs, including definition of business requirements.
- Service Alberta staff
- Governance bodies including Change Advisory Boards and various committees and groups.
- Human Resources
- Records Management
- Information Management
- FOIP
- Other systems staff, in relation to specific projects and assignments.
- Other OCCIO&T Teams such as:
 - Database Administrators – for problems with the databases, requesting database cross loads and co-ordination of new and ongoing production issues.
 - Infrastructure – for Production access.

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- Test Center – to aid in their testing of modifications and enhancements.
- Production Operations – to be available for inquiries regarding the smooth and efficient operation of the systems.
- Migrations – to aid in the deployment of newer versions of the software

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

There is no formal supervision responsibilities associated with this position; however the system analyst may be required to supervise team members during an assignment.

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**).

Not Applicable.

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