

Public (when completed)

Common Government

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

50075629

Position Name (30 characters)

Sen. Bus Sup Service Analyst

Requested Class

Program Services 3

Job Focus

Operations/Program

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

☐ 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:

This position is critical to front-line service delivery and support of 75+ contact centres and the Albertans they serve. The Contact Centre business support team was never staffed properly and relied heavily on contractors for support, consultation, reporting, charge backs, testing and training. This position will allow us to take some of these critical activities and improve them.

Reporting to the Manager Contact Centre Business Support, the Senior Business Support Service Analyst will have primary accountability on maintaining GoA Contact Centre business operations and provide cross ministry engagement with migrating, maintaining, training and enhancing services. Activities could also include research, analysis, drafting recommendation, communications and training materials, leading meetings, stakeholder engagement, among others.

The Senior Business Support Service Analyst must work closely with the contact centre business areas, and other teams within Technology and Innovation division to provide analysis, requirement gathering, consultation, training, and service coordination in support of a wide variety of Contact Centre activities, enterprise initiatives and corporate projects.

The position will be responsible for ensuring both business and technology related solutions adhere to standards, best practices, regulations and/or policies. This position will coordinate activities related to new or changing initiatives ensuring business requirements are met and is responsible for providing support to the line of business

applications. This includes designing and implementing effective and efficient business processes and documentation to support Contact Centre functions as well as developing and implementing change management strategies to address impacts on staff and the organization. Development and delivering of training for staff on the use and operations of contact centre technologies.

Responsibilities

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

1. Coordinate and complete activities to support contact centre operations and initiatives, ensuring alignment with the department/division/branch core business goals and objectives.
 - Responsible for engaging with GoA departments to develop and support contact centre services.
 - Understanding and translating business requirements into functional call flows and contact centre services.
 - Help departments develop business requirements and implement enhanced contact centre services including, but not limited too, quality management, workforce management, performance management, automation, and AI.
 - Ensure business and technology changes to contact centre services are fully understood in departments by delivering communications and conducting meetings.
 - Responding to ministry staff inquiries and acting as the point of contact for interaction between technical team and ministry staff.
 - Define business requirements by facilitating focus groups or requirements identification working sessions.
 - Translate business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
 - keep stakeholders informed about the system changes, outages, incidents etc.
 - Generate yearly ATPs and generate monthly consumption reports.
2. Deliver contact centre service planning and development including review of feasibility and requirements analysis.
 - Provide expertise and support for the identification, development, implementation, and ongoing enhancement of contact centre services to support business area requirements and deliverables.
 - Understand the business needs and goals of the client organizations and support the development and design of business solutions to simplify, improve, automate and/or implement business operations.
 - Assess proposed business opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.
 - Assess the impact of changing technology on products and services and develop strategies for implementation.
 - Review existing policies and direction to ensure they are consistent with the intended direction of specific initiatives and projects; recommend new or enhanced policies where required.
 - Develop, facilitate, and manage workshops/forums.
 - Chair working groups and/or participate on department committees, project teams.
 - Develop proposals in response to identified needs; prepare ROI analysis and conduct business process reviews and modeling sessions and participate in business re-engineering efforts.
 - Facilitate and manage business process development to support enhancement of clients' business functions.
 - Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.
3. Contact Centre Service and Project Coordinator - Drawing on extensive knowledge of business and client needs, business process design and project experience, support projects from inception to completion.
 - Coordinate development of project schedule, plans, and strategies.
 - Identifying existing Contact Centre processes and procedures.
 - Where new or enhanced contact centre applications are being implemented:
 - Ensure the implementation aligns with GoA best practices.

- Define business requirements, which may include facilitating focus groups or requirements identification working sessions.
- Translate business requirements into design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Identify where Leadership decisions and change requests are required.
- Help develop Privacy Impact Assessment as required.
- Provide status reporting as required.
- Assist with external vendor Contact Centre contracts.

4. Transition Management- Coordinate the organizational changes from enabling technology and business process re-engineering.

- Develop and implement client communications for multiple projects.
- Facilitate change management activities to ready users for the new business processes and tools.
- Develop training strategies, plans, and materials.
- Design, develop, and deliver quality user training including both web based and classroom.
- Design, develop, and deliver quality presentations to multiple user groups and audiences.
- Develop quality assurance processes to ensure data integrity and compliance with policies and procedures.
- The job has a balance between development, implementation, and Advisory consultative role.

Problem Solving

Typical problems solved:

- Understand the business needs and goals and provide advise, expertise and support based on the best practices and enterprise processes.
- Translate business requirements into design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Evaluate the diverse trainings needs of contact centres and design and develop the materials according to the needs.
- Research best practices and innovations and provide recommendations relating to the implementation and continuous improvement of the contact centre platform and processes.
- Respond to the inquires from different stakeholders and keeping then informed about the system changes, outages, incidents etc., Generate ATPs and monthly consumption reports.
- Liaises with virtually all ministries, and may liaise with multiple levels of government, and vendors.

Types of guidance available for problem solving:

- Manager, Director support.
- Peer support from the technical team and other business support analyst.
- Resources and materials already created for the contact centre service such as best practices, training site, business process documents etc.
- Contact Centre industry and best practice resources.

Direct or indirect impacts of decisions:

This position impacts the design of the contact centre service and all 75+ contact centre stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

Contact Centre Technical Team Members and Leads - Collaborates with the team on changes, design and provides requirements, advice on business processes, support and recommendations.

Contact Centre Manager - Consults with and provides updates to Manager about ongoing status of on-going activities, recommendations, and findings.

BTO Executive Director and Director - Provides updates about the ongoing status of activities, seeks decisions.
 Representatives from other TI areas - Collaborates and Liaison with and provides related updates.
 Cross Ministry - Liaison with other ministries contact centre business areas and Coordinates requirements, provide recommendation, advise, training and exchange information).

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science/Information Technology

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

The Senior Business Support Service Analyst role requires sound contact centre business knowledge combined with well-developed skills and knowledge of the technical components, tools, and processes. The primary knowledge, skills and abilities required are:

- Excellent communication skills, both written and oral, including strong presentation skills.
- Advanced understanding of Contact Centre technologies including Cloud Solutions such as (Nice InContact).
- Strong knowledge of Contact Centre business operations.
- Strong knowledge change management and information management methodologies.
- Project planning, monitoring and management skills.
- Strong analytical ability, data interpretation and problem-solving skills.
- Ability to positively influence, negotiate and to obtain commitment of others.
- Ability to translate business operational requirements into technical solutions.
- Ability to function under pressure on several projects simultaneously and to meet time frames.
- Strong interpersonal skills with a focus on customer service.
- High level of motivation, creativity, and initiative.
- Ability to research issues accurately to identify and solve problems.
- Ability to recognize and deal accordingly with potential Contact Centre issues.
- Strategic perspective- ability to identify the outcomes and impacts.
- Strong MS office software skills.

NICE to Have:

- Experience in ServiceNow.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: • 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	Works with program business areas to provide innovative solutions and recommendations for the business requirements. Research and solve complex problems and provide recommendations for continuous improvements.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Involves a wide group of stakeholders when working on outcomes:	Ensure active communication with the business stakeholder.

		<ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<p>keeping stakeholders informed about the system changes, outages, incidents etc.</p> <p>Excellent interpersonal and issue resolution skills with a demonstrated ability to work in teams and establish effective working relationships with peers and senior management.</p> <p>De-escalation, conflict resolution, negotiation and trouble-shooting skills.</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Stays abreast of the contact centre innovations and best practices and brings forward innovative ideas to continuously improve the contact centre service.</p> <p>Able to work with ambiguities and under pressure.</p> <p>Ability to operate effectively within a complex organization and different businesses with different needs and requests.</p>
Systems Thinking	○ ○ ○ ● ○	<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>Understand the unique business needs and goals and provide advise, expertise and support based on the best practices and enterprise processes. Align the processes with the enterprise vision.</p> <p>Coordination skills and the ability to function with close attention to detail while adhering to concurrent and tight deadlines.</p>