Job Description – Common Government

New (or Update)

Ministry – Technology and Innovation

Describe: Basic Job Details

Position
Position ID

Position Name (30 characters)

Business Analyst - HCM/Payroll
OR
Business Analyst - FIN
OR
Business Analyst – SCM

Requested Class **Program Services 3 (023PS)**

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee
Employee Name (or Vacant)

Organizational Structure
Division, Branch/Unit **1GX – ERP Program, Centre of Excellence (CoE), Process and Technology Excellence**

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters) **Manager, Finance/SCM or HCM/Payroll**

Supervisor's Current Class **TBD**

Design: Identify Job Duties and Value
Job Purpose and Organizational Context
Organizational Context:
1GX Center of Excellence (CoE) manages and oversees the performance of the Government of Alberta's (GoA) enterprise resource planning (ERP) solution, 1GX. The CoE has overall accountability for service delivery and associated contract and vendor relationship management. 1GX is the core ERP solution for GoA functional areas including human capital, supply chain, financial, and treasury management. 1GX CoE also provides strategic leadership for the ongoing enhancement and development of 1GX applications to meet the GoA's evolving mission and continually changing business environment.

Why the job exists:
The Business Analyst provides analysis and project leadership in support of 1GX operations and the 1GX production environment. The position has specialized knowledge in one of the following functional areas: Human Capital Management (HCM)/Payroll, Finance, or Supply Chain Management (SCM).

The Business Analyst facilitates the continuous improvement of the 1GX system through supporting scheduled upgrades and reviewing system change orders and service requests. The position develops comprehensive business requirements to inform solutions by working closely with stakeholders to develop an in-depth understanding of the business needs and their goals in effectively and efficiently administering HCM/Payroll or Finance/SCM services. The position also works closely with the system integrator, Accenture. The position resolves issues affecting the 1GX production systems and

communicates statuses and updates to business and technology stakeholders. The Business Analyst works as part of a team to on projects with cross government impact. The Business Analyst plans, organizes, and coordinates the development and delivery of project deliverables for the initiation phase through to implementation.

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

1. **Provide coordination, and support to stakeholders and project teams in the analysis, configuration, design, testing, quality assurance, and implementation of new releases, modules, and functionality of 1GX systems.**
   - Provide business information specialized knowledge and support, including quality business technology planning assistance and project management.
   - Ensure those impacted by business and technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.
   - Provide input on the most suitable approach to be used in the development of each applicable program/project, to ensure business objectives and data integrity are achieved. Recommendations include details of resource requirements, dependencies, interdependencies, policy implications, pertaining to internal/external influences and the methodology to be applied.
   - Provide recommendations in the development of major 1GX functional enhancements, including gathering and assessing information to ensure that the needs of the Ministry, Independent Legislative Offices (ILO) and stakeholders are met.
   - Coordinate the implementation of new and approved 1GX functionality across Government, including providing advice and support to client ministries and ILO, and ensuring consistency in processes and practices employed.
   - Work closely with stakeholders and Strategic & Operational Excellence and Business and Information Excellence to identify business requirements by facilitating focus groups and coordinating requirements identification working sessions.
   - Translate business requirements and data gathered into detailed design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
   - Provide advice/requirements for systems test strategy, plan, and scripts for both the project and operational use, supporting systems and / or regression testing on all aspects of the functionality. This includes business processes, information access, site links, security, navigation, and reporting, working with the Accenture on this joint activity.
   - Provide advice/requirements in developing testing strategies and plans, assisting with the issue resolution process, when required.
   - Provide advice/requirements for activities in preparation for UAT such as data scrambling, user id setup, data population etc.
   - Participate in 1GX committees such as 1GX Service Manager, 1GX Report Working Group, etc.
   - Work as part of a team in projects.

2. **Ensure 1GX system changes are reviewed, assessed, and controlled to ensure alignment to Government, ILO and Ministry business plans and adherence to policies, procedures, and standards.**
   - As needed, be a contact for Accenture support and communication with Technology and Innovation Technology Support and Operations, Treasury Board & Finance (TB&F) and Public Service Commission (PSC) for alignment in end-to-end processes.
   - Critically assess Accenture proposed solutions and approaches to ensure that they are appropriate, effective, and consistent with government policies and legislation, and that they meet client requirements.
   - Review requests and proposals for system Change Orders to ensure the requirements are comprehensive and that the solution aligns with established standards and protocols and outlines impacts to organization goals and supports the ERP Controls Framework.
   - Identify opportunities to reduce customizations and maximize the system capabilities.
   - Ensure that application integrity is maintained by analyzing the impacts of proposed changes on current configuration and strategic direction of the Government and Ministry with respect to the 1GX product family. (SAP/S4 HANA, SuccessFactors, Ariba, Concur, Kyriba, OpenText, etc.)

3. **Provide advice in issue resolution in support of 1GX operations and the 1GX production environment.**
   - Contact for incidents, issues, and operational questions for 1GX modules (e.g., SAP/S4 HANA, SuccessFactors, Ariba, Concur, Kyriba, OpenText, etc.) within relevant stream that could not be addressed by the lower support tiers.
   - Investigate incidents and issues raised and engages the relevant clients and stakeholders to achieve a clear definition of the problem.
   - Determine the appropriate impact and priority level.

- Facilitate the maintenance and operations of the 1GX production environment working closely with system integrator, Accenture and follow up action items with Accenture or the clients, as required.
- Proactively identify and escalate delays proactively to the Senior Business Analyst and/or Manager.
- Communicate with clients and stakeholders throughout the process to resolve the incident, issues and/or operational questions ensuring that the client is informed and engaged in the process throughout.
- Utilize the applicable delivered 1GX reporting tool for the impact analysis for issue resolution, investigation for proposed solution, release / upgrade impact assessments. (Tools include: SAP's Query Manager, SuccessFactors Report Manager, Finance's Business Objects Enterprise (BOE), Ariba, Concur etc.)
- Provide advice and support as required for the successful completion of centralized 1GX activities for all of the GoA and ILO such as workflow rerouting, execution of batch processing such as generating wire transfers, producing business partner payments, print files generation, tax form production, month end or yearend activities, financial closures, interface management etc. including escalating issues.

4. **Develop, recommend, and implement process improvements in accordance with government, ILO, and Ministry goals and objectives.**
- Provide analytical and business support to various projects in the form of research, statistical and financial analysis.
- Assess proposed business opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.
- Develop and recommend process improvements in 1GX and support the execution of process improvements in both system functionality but also internal business processes to align with Government requirements.
- Identify system deficiencies, user dissatisfaction, and emerging business and systems requirements and recommend appropriate change initiatives.
- Provide support in the development of government processes that involve 1GX to ensure the requirements are complete and the solution aligns with established system configuration, architecture and practices, and supports standard GOA & ILO processes and strategic initiatives.
- Recommend opportunities for continuous improvement by analyzing how current 1GX functionality, unused features, and new releases and tools could support business requirements.

5. **Proactively engage and consult with stakeholders including 1GX users, Relevant Stream Business Community (HCM, Payroll, Finance, SCM, etc.), and Service Managers, to identify impacts of business decisions and to ensure that the business needs of the stakeholders are considered, and that issues and problems are addressed.**
- Provide functional and technical advice on the system integration points between various 1GX modules (e.g. SAP/S4 HANA, SuccessFactors, Ariba, Concur, Kyriba, OpenText, etc.) and provides advice on implementation issues and implications of proposed changes.
- Participate in consultation sessions with clients and stakeholders to encourage sharing of information, evaluate impact of changes to policies and business processes, and supports user adoption of features and functions to make full use of the products.
- Provide guidelines to ensure that proper security, controls, and risks related to changes are maintained during development, configuration, testing, and release of any new changes in the system.
- Provide information and business knowledge to Accenture and as required to SAP and other product vendors, with resolution of problems in the production environment.
- Provide analysis related to changes to existing functionality and their impacts, security setup and maintenance, and base table setup and changes.

6. **Provide project management to projects, drawing on knowledge of business and client needs, business process design and project experience, and support project management from inception to completion.**
- Provide input on project schedule plans, strategies, and resource requirements.
- Monitor work plans for completion of project tasks.
- Develop and manage risk assessment and mitigation plan.
- Develop post implementation review strategies.
- Monitor test activities to ensure system functions are accurately developed and meet business requirements.
- Where new or enhanced business applications are being implemented:
  o Create Systems test strategy, plans, and test scripts.
  o Conduct systems testing on all aspects of the functionality including business processes, information access, site links, security, navigation, reporting, etc.
  o Develop user acceptance testing strategy and plan.

- o Manage UAT process – determine participants, provide tester training and manage issue resolution process. o Identify where Decision and Change requests are required and complete the documentation.
  - o Develop security safeguards/templates/controls to ensure access to information systems are protected against unauthorized users, the amount of access provided is appropriately aligned with the business requirements, and in accordance with legislation and policies.
  - o Identify and document conversion requirements.
  - o Identify and manage production transition issues.
- Administer the change management process to effectively manage and respond to change requests.
- Provide status reporting as required.
- Participate in project outcome measurement.

Problem Solving

Typical problems solved:

Reporting to the Manager for their functional specialty area, the Business Analyst is responsible for proactively engaging with stakeholders. The role requires project management skills since they support projects (e.g., projects related to Open Enrollment, T4s, Health Spending Account, Integration e.g., API's, disclosures etc.). In addition to project management skills, this position requires in depth knowledge of the systems and how they utilized. They must also anticipate issues and develop approaches to resolve issues.

Due to the integrated nature of the 1GX solution and processes, the position operates in multi-stakeholder environment and is required to collaborate and liaise with functional and technical teams within 1GX as well as other shared service functions across the GOA under the direction of the Senior Business Analyst and Manager. This role may also collaborate with peers in other branches (Change Management, Communications, etc.)

The work products this position supports are far-reaching across the APS landscape. In some cases, the position activities would be aimed at all employees. In other cases, initiatives would be targeted to a sub-set of 1GX users.

Types of guidance available for problem solving:

The position works independently. The role does have access to the Senior Business Analyst, Manager, and peers in the area.

Direct or indirect impacts of decisions:

This role has significant internal stakeholder reach – all APS employees are users of 1GX.

Key Relationships

Major stakeholders and purpose of interactions:

- 1GX applications business users, including managers and employees - daily or as needed - Provide consultation and advice; identify and respond to requirements; provide briefings, updates, and information; respond to and resolve issues.

- Service Providers - ongoing - influence, negotiate, build consensus, and obtain commitment of others, including developing support for 1GX change initiatives.

- Other stakeholders and shared service functions across the GOA e.g., Treasury Board and Finance; Public Service Commission; Technology and Innovation – Digital Design and Delivery and Technology Support and Operations, Office of the Controller, Pay and Benefits, GoA ministries, Agencies & Boards, other external government entities e.g., Independent Legislative Offices (ILO).

Required Education, Experience and Technical Competencies

Education Level

University graduation in a related field (such as Commerce) plus two (2) years progressively responsible related experience OR diploma in a related field and a minimum four (4) years of progressively responsible work experience; or equivalent as described below.

Equivalency: Directly related education or experience considered on the basis of:
- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

Focus/Major

Degree or diploma in Commerce, or related area.

2nd Major/Minor if applicable

Designation

If other, specify:

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

Experience in one or more of the following will be considered as an asset:
- Experience in SAP / S4 Hana or other ERP applications such as SuccessFactors, Ariba, Concur, Kyriba, OpenText, etc. as listed below.
- Experience in the business domain within the relevant stream and of the business processes and practices within the stream (HCM, Payroll & Benefits, Finance and/or Supply Chain Management)
- SCM
  - Knowledge of public sector procurement practices/frameworks
  - Technical knowledge and experience in Ariba and S4 HANA
- Finance
  - Technical knowledge and experience in one or more of the following SAP/S4 HANA Modules: Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Projects, Budget Planning and Forecasting.
  - Technical knowledge and experience in Concur
  - Knowledge of Public Sector Accounting Standards (PSAS)
- Treasury
  - Technical knowledge and experience in Kyriba
  - Knowledge of Canadian Banking Standards
- Human Capital Management
  - Technical knowledge and experience in SuccessFactors and S4 HANA
  - Knowledge of human resource practices and principles
- Payroll and Benefits
  - Technical knowledge and experience in SuccessFactors and S4 HANA
  - Knowledge of Canadian payroll practices and concepts

Demonstrated knowledge and/or experience with the following is considered desirable:
- Experience in project management principles, methodologies, processes, and best practices.
- Experience in system design, including business process requirements with consideration for cost, audit requirements and practicality.
- Experience in a large, public-sector environment
- Certified Business Analysis Professional designation
- Project Management Professional designation
- Strong communication skills, both written and oral, including strong presentation skills.
- Strong MS office software skills.
- Knowledge and understanding of the department's business plan and objectives.
- Knowledge of change management, systems development, and information
- management methodologies.
- Knowledge of the governing legislation, policies, and related business applications that support the branch's activities.
- Analytical ability, data interpretation and problem-solving skills.
- Interpersonal skills with a focus on customer service.
- Project planning, monitoring, and management skills, with a focus on process design and transition management.
- Motivation, creativity, and initiative.
- Ability to research issues accurately to identify and solve problems.
- Ability to positively influence, negotiate and to obtain commitment of others.
- Ability to interpret legislation and internal regulations.
- Strategic perspective – ability to identify the outcomes and impacts.
- Understanding of basic accounting, budgeting and audit processes, controls, and trails.

Behavioral Competencies
Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job

Agility	B	Able to work in a fast paced, dynamic environment and adapt to changing priorities. Identifies alternative approaches goals. and support others to do the same.	Due to integrated nature of 1GX and anticipate processes, and stays focused on solution processes, must be able to quickly implement change management processes in a multi-stakeholder environment.
Systems Thinking	B	Takes a long-term view towards organization's objectives and achieving them.	Understands 1GX applications and various requirements of all ministries and stakeholders as well as issues as they related to change management.
Drive for Results	B	Ability to quickly understand an issue based on and present knowledge and experience and follows through until the issue is resolved.	Works with multiple stakeholders to develop and implement change management plans and initiatives.
Develop Networks	B	Strong consulting and interpersonal skills to interact, build trust and effective relationships with all levels of the Ministry, Division, and with external clients and stakeholders.	Proactively engages with a broad network of internal and external stakeholders.
Creative problem solving	B	Creative problem solving – Engages others and encourages debate and idea generation to solve problems and find ways to improve complex systems.	Works on new change management plans and initiatives relating to 1GX.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Business Analyst, Mineral Development, Energy (023PS70) – Both positions require knowledge of department programs and corresponding regulations. Both require IT specific knowledge to support business processes. Both positions must understand the interrelationships and interdependencies between organizations business operations and technical systems. Both interact with multiple internal and external stakeholders from various disciplines. Both require facilitation, presentation and relationship building skills. Both positions identify opportunities for streamlining or enhancement of business processes.