

New

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Senior Systems Analyst

Requested Class

Job Focus

Supervisory Level

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:

The Senior Systems Analyst plays a crucial role in our Business Support unit, Licensing and Compliance Monitoring. The ongoing transformation of the Continuing Care system in Alberta and the expansion of regulatory compliance monitoring and enforcement prompts the need for a dedicated resource that can ensure Licensing and Compliance Monitoring (LCM) upgrades and eventually replaces the existing business IT solutions to reduce operational-level inefficiencies and improve public reporting capabilities.

The Senior Systems Analyst will be part of a team dedicated to the acquisition and implementation of new IT business solutions and other IT projects (such as the red tape reduction initiatives) to support inspectors, licensing processes, caseload management, compliance monitoring and complaint management activities in the branch.

The Senior Systems Analyst will provide support in the planning and implementation of IT business solutions for the branch including developing business cases, Request for Proposals for vendors, gathering business requirements, privacy impact assessments, project management, system implementation, change

management, user support and data migration.

This role will also have responsibility for an extensive risk assessment project with multiple data sources to produce risk scores used for visit prioritization and response.

Responsible for ensuring the optimized performance, integrity, and security of all data encompassed within the IT systems, which are large, complex application systems. This position plays a major role in implementation of systems development, maintenance and enhancement initiatives. Objectives of these initiatives range from increasing system effectiveness, to reducing processing costs, to accommodating software maintenance/enhancement upgrades and responding to program and legislative changes that impact on data needs and business process requirements.

Responsibilities

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

1. Performing a variety of senior level database administrative functions ensuring data accessibility, integrity and security. Providing comprehensive support of these related database environments, online systems and related services is a primary position responsibility.

Activities:

Maintaining and enhancing the system environments to ensure processing efficiency and adherence to common standards.

Establishing and maintaining database procedures and standards, through ongoing review and revision. Maintaining database documentation. Designing/maintaining data dictionaries and repositories in conjunction with operational and application support personnel.

Determining/evaluating/adjusting search strategies, access methods, database design, data entity relationships and rules of database use to optimize database performance.

2. Database software and system specifications.

Activities:

Reviewing database system components to ensure compliance with design specification and branch/departmental standards.

Reviewing new database products and technologies to evaluate the potential for improved, cost-effective service delivery.

Performing feasibility studies, analysis, database design and design reviews of software modules and utilities that provide new database systems or major enhancements.

Consulting/coordinating with application support analysts and client services operational support staff to identify and creatively satisfy application data and related processing requirements.

3. Major Systems Development and Enhancement projects are led and implemented by:

Activities:

Leading/participating as a senior systems team member on projects relating to major system enhancements. Consulting with maintenance and development analysts to promote the best use of the various database environments and software available to Correctional Services.

Leading/participating as an expert team member on major special projects. Designing test procedures for major enhancements that impact on database structure and/or functionality, ensuring integrity of the database environment(s); review/analyze test results; identify issues to be addressed and appropriate solutions.

Determining the impact of proposed changes to application systems and their overall operating environment.

Investigating, planning and performing physical alterations of the various database environments as well as ensuring that corresponding modifications/enhancements are made to the appropriate logical database views.

At the direction of client services operational support staff, and in conjunction with the

application maintenance and development team, implementing fully tested maintenance and enhancement changes into operational systems.
Providing Branch support services on the use of other related software tools and products, as required.
4. Systems performance and associated computing costs are monitored by:
Activities:
Ensuring optimum performance for branch application systems through a planned monitoring program.
Monitoring and adjusting the overall operational environment to attain maximum efficiency for branch applications running in the environment.
5. Provide systems related support as
a multi-functional and senior analyst is an ongoing requirement and expectation of this position. This is accomplished by:
Activities:
Responding to immediate user needs.
Covering off for other staff members.
Providing expert and longer-term assistance on major project initiatives.

Problem Solving

Typical problems solved:
Managing end-user requirements, providing support for current and future software applications, designing business requirements through stakeholder engagement, maintaining existing systems, reporting and analytics.

Types of guidance available for problem solving:
Guidance for problem solving will be provided by Manager and Business Analysts.

Direct or indirect impacts of decisions:
Direct impact in new system design, implementation, testing, training. Indirect impact in increasing team's data usage maturity.

Key Relationships

Major stakeholders and purpose of interactions:
All Branch staff including Directors, Managers, Inspectors, Licensing and Complaints. The purpose of the interactions is to acquire new knowledge on business requirements and provide support in system implementation and usage.

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 or a related discipline.

Job-specific experience, technical competencies, certification and/or training:
A related university degree in computer sciences or a related discipline, plus a minimum of two years related experience. Equivalencies may be considered.

Strong IT skills must include IT planning, along with a working knowledge of solution requirement gathering, design, implementation, testing and documentation. Infrastructure, change management and software development experience. Working knowledge of Microsoft Active Directory, Office Suite, Dynamics Platform and Cloud infrastructure are required. Must have statistical knowledge, advanced formulas and programming, SQL, data matching, data architecture, joining databases and PowerBI. Project management certification and experience will be given preference.

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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Business requirements, implementation and training for new software system.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • 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 	Uses expertise and knowledge to translate business requirements into technical solutions.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	Ability to pivot and change focus when required.

Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Work toward a common goal in the best interests of the public we serve.
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	Uses new and existing business relationships to leverage knowledge transfer.
Build Collaborative Environments	○ ○ ● ○ ○	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • 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 	Ensures that all stakeholders are engaged and feel heard. Develops relationships with business and system analysts.