

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

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 Business Analyst provides program support, assists in process development, contributes to continuous improvement, business intelligence, project support, analysis, and system application support services. This role supports the objectives of the Division by helping to develop, enhance, maintain, and deliver traffic safety systems and strategies.

The Business Analyst is responsible for assisting in developing and validating processes, protocols, procedures, policies, program, and system application enhancements. They participate in the development, execution, and validation of usability and user acceptance testing to ensure complex legislative, policy, program, and user needs are met.

The Business Analyst supports the development and implementation of modernized business applications to achieve the best outcomes for Divisional and cross-Ministry program teams. The Business Analyst supports the planning, organization, and coordination in the development and delivery of project deliverables for the Division from the initiation phase through to implementation. These activities may include reviewing and assisting in re-engineering policies, business rules, information requirements, and supporting business processes, ensuring the objectives and schedules align with division goals and the Ministry business plan.

The Traffic Safety Services Division relies on many complex business system applications and operational

programs as the foundation for accurate data and records. This position supports existing applications and assists in process improvements to ensure they achieve intended outcomes. Supporting and informing managers and senior decision-makers is a key responsibility of this role. This includes working with cross-Ministry teams and information management technology partners to identify requirements, review proposed alternative solutions, and work with business area users to plan and implement effective and efficient business processes to support and modernize business functions and applications. Projects are complex, and the Business Analyst is expected to be competent in agile, waterfall, and hybrid project methodologies.

A critical responsibility of this position is to ensure products and projects are delivered in both modernized and legacy business applications. The Business Analyst assists in identifying and managing the impacts to the Division and determines impacted internal and external stakeholders due to the introduction of new tools and processes. The Business Analyst supports the development and implementation of change management strategies, training materials, and procedures while maintaining effective working relationships across the department, other Ministries, and with external stakeholders (e.g., enforcement agencies, registry agents, municipalities, engineering consultants, third-party data providers, Transport Canada, etc.).

Responsibilities

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

1. Support Projects from Inception to Completion

Activities:

- Collaborate with teams to identify core issues and requirements.
- Assist in understanding and applying legislative, regulatory, policy, and program team processes.
- Provide input on project schedules, process mapping, strategies, and resource requirements.
- Monitor work plans for completion of project tasks while supporting legislation, policy, program, and process changes.
- Assist in developing risk assessment and mitigation strategies.
- Participate in post-implementation reviews and lessons learned.
- Respond to change requests.
- Prepare status and situational reports, briefing notes, project plans, and other support documents.
- Participate in Request for Proposals and other vendor/contractor/consulting activities.
- Assist in staff, stakeholder, and user training and change management activities.

2. Provide Business Analysis Services

Activities:

- Identify methods to improve existing products by analyzing technology trends and options.
- Work with complex and sensitive users and stakeholders, including various provincial/national organizations and vendors.
- Support the identification, development, implementation, and ongoing enhancement of legislation, policy, programs, and system applications.
- Understand program needs and goals to support maintenance, development, design, and implementation of business solutions to simplify, improve, automate, and modernize business operations.
- Assist in developing business and project plans, epics, features, and user stories that meet business direction and user requirements while ensuring alignment with legislative, policy, and program frameworks.
- Represent the Division in working groups, department committees, project teams, etc., for program and business application support and enhancements.
- Review and evaluate business deliverables from a user perspective to ensure alignment with project and business objectives.

3. Support Operational Activities and Initiatives



Activities

- Provide business application support to program areas, including planning assistance, usability testing, user acceptance testing (UAT) development and execution.
- Ensure users, internal and external stakeholders, and others impacted by business application changes are involved and understand the outgoing and incoming processes.
- Provide input on sustainable approaches for business application projects to ensure business objectives and data integrity are achieved.
- Define and draft user stories and business requirements by participating in focus groups or requirements-gathering sessions.
- Ensure that user stories and business requirements are incorporated into design specifications for business application development, ensuring legislation, program objectives, business rules, policies, and user needs are addressed.
- Assess the impact of recommended enhancements to business applications and assist in developing implementation strategies.
- Design and document procedures and training manuals to support users with effective change management.
- Understand user security requirements, identify necessary security changes, and make access recommendations accordingly.
- Manage system access requests, including creating, modifying, and deleting user access.
- Design, draft, and maintain operational reports and information management processes.
- Ensure accuracy of records, including coordinating and executing database fixes or record corrections.
- Develop and manage business processes to ensure access to business applications is protected against unauthorized users, aligned with business requirements, and compliant with legislation (e.g., TSA, AMVIR, FOIP) and policies.
- Participate in Privacy Impact Assessments and other security processes.
- Must be available for occasional after-hours and/or weekend activities.

4. Assist in Managing Organizational Changes

Activities:

- Help create and coordinate communications plans to internal and external stakeholders for business application changes or enhancements.
- Support change management activities to prepare users for new business processes and tools associated with business application enhancements.
- Identify, coordinate, and execute training sessions, strategies, plans, tools, and materials for all impacted users.
- Develop quality assurance processes to ensure data integrity and compliance with legislation, policies, and procedures.

Problem Solving

Typical problems solved:

The Business Analyst operates within the context of legislation, policies, directives, and guidelines developed by program teams, department executives, policy committees, and Cabinet. Key legislation and policies include the Traffic Safety Act and related regulations, the Government Organization Act, Freedom of Information and Protection of Privacy Act, Access to Motor Vehicle Information Regulation, as well as policies established by Cabinet, the Minister, and Deputy Minister.

The position supports the planning and development of projects or aspects of projects that impact legislation, policy, business processes, and applications across the Department, used by a significant number and range of staff, user groups, and stakeholders. It is important to apply business acumen to involve all impacted parties, both internal and external to the department.

Typical challenges include participating in working groups whose members have conflicting priorities and may be resistant to change. The position needs to be agile and able to work through unforeseen delays,

such as development delays, shifting policy direction, ambiguity, or negative stakeholder reactions. Support, solutions, and recommendations must be creative, fiscally responsible, and acceptable to senior leaders and stakeholders.

Types of guidance available for problem solving:

The Business Analyst collaborates with unit, branch, division, ministry, cross-government, and user/ stakeholder representatives to develop and improve business processes, ensuring seamless integration of legislation, policies, processes, and applications. This position directly impacts the delivery of Ministry strategic directions and supports driver, vehicle, carrier, and motor vehicle services.

Direct or indirect impacts of decisions:

The Business Analyst collaborates with unit, branch, division, ministry, cross-government, and user/ stakeholder representatives to develop and improve business processes, ensuring seamless integration of legislation, policies, processes, and applications. This position directly impacts the delivery of Ministry strategic directions and supports driver, vehicle, carrier, and motor vehicle services.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
 - Provide support, direction; resolve issues; enhance understanding of operational plans and Ministry and Government business plans; establish expectations and standards; develop staff capacity and skills.
 - Provide strategic and business advice to support legislative and policy development, strategic planning and decision-making; develop business, operational and program plans and strategies; provide recommendations and advice; exchange information; receive and provide direction; collaborate on initiatives and programs.
 - Manager, Director and representatives from throughout various Ministries (i.e. Service Alberta & Red Tape Reduction, Technology & Innovation)

External
 - Stakeholder organizations, user groups and committees
 - Legal and law enforcement agencies
 - Peers in other jurisdictions
 - Vendors of various IT applications
 - Business consultants and contractors

Required Education, Experience and Technical Competencies

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

If other, specify:

Will consider equivalencies

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

- Experience in business analysis, preferably within government or large organizations.
- Competence in agile, waterfall, and hybrid project methodologies.
- Strong analytical and problem-solving skills.
- Excellent communication and collaboration abilities.
- Knowledge of relevant legislation, policies, and procedures.
- Ability to work with diverse teams and stakeholders.
- Capacity to work independently when required.

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"/>	Takes a long-term view towards organization's objectives and how to achieve them:	

		<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 	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <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 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration 	

		<ul style="list-style-type: none"> • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.