

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title Policy Analyst – Assisted Living	Name
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Position Number	Reports to Position No., Class & Level Manager, Analytics, Assisted Living	Division, Branch/Unit Strategic Services Division, Strategic Data Analytics and Business Services Branch, Data Development and Analytics Unit	Ministry Assisted Living & Social Services
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Present Class	Requested Class PS3
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Dept ID	Program Code	Project Code (if applicable)
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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](#)).

The department-wide Business Intelligence (BI) Strategy envisions a BI practice that provides meaningful information to support planning and decision-making for all levels of the ministry. The Business Analyst (BA) provides business analysis consulting, management, and development services in order to support the objectives of the strategy, ensuring BI solutions meet business requirements and apply leading practices. The BA manages and develops BI solutions from a business perspective, ensuring that solutions support business needs and requirements. This includes planning and managing projects to identify requirements and translate requirements into BI solutions in collaboration with data architects.

A critical responsibility of this position is to identify and manage the impact to staff in the organization due to the introduction of new tools and processes. The BA develops and implements change management strategies and procedures while maintaining effective working relationships across divisions, other government departments and external providers.

The position is critical to the success of BI in the department as it will ensure that projects and activities are driven by the needs of business and stakeholders, that timely and relevant information is available to decision-makers, and that users are supported on an ongoing basis and as reporting and analytics solutions change.

The position reports to the Manager, Analytics Assisted Living and supports the operations of the SDABS branch. The Business Analyst liaises with Ministry stakeholders to gather, exchange, and analyze statistical information relating to Ministry policy and program development and planning.

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](#)).

Providing business analysis and development services to multi-year projects involving the development or enhancement of enterprise data warehouses / data marts, data models, information products and web-based portals by:

- Facilitating workshops to elicit, analyze, specify, and validate business functional requirements.
- Developing prototypes and storyboards to facilitate the identification of requirements.
- Guiding the completion of requirements documentation.
- Providing feedback on conceptual, logical, and physical models as well as information products, to ensure they reflect business rules and business requirements.
- Coordinating prototype review, integration, system, and user acceptance testing.
- Developing and driving products through the development, testing, publication processes.

Managing projects to determine business requirements and translate requirements into BI solutions by:

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- Leading project teams, defining work breakdown structures, assigning resources, identifying dependencies and risks, and determining risk mitigating strategies.
- Providing guidance to data architects, information product developers, subject matter experts to translate business requirements into design specifications for data models and information products.
- Communicating with management and business regarding the status of projects.
- Developing post-implementation review strategies and participate in outcome measurement.

Ensure effective planning of BI projects in alignment with Community and Social Services BI Strategy by:

- Assessing proposed business opportunities for viability and effectiveness.
- Identifying and evaluating alternatives and recommending most efficient and cost effective solutions taking into consideration both technical and business suitability.
- Developing business cases, project charters and project plans in collaboration with technical management and staff.

Identify impacts to staff due to the introduction of new tools and processes and manage change to ensure successful implementation of BI solutions by:

- Developing and implementing communications, change management and training plans.
- Designing and facilitating change management and communications activities to ready users for the new processes and tools.
- Providing orientation, awareness, guidance and support to users of information products.
- Developing training materials, user documentation and presentation materials in collaboration with technical writers and trainers.
- Delivering quality presentations to multiple user groups and audiences.

Conduct research and consult with senior management, business users and stakeholders on an on-going basis to ensure BI solutions are meeting the need for evidence-based decision making by:

- Assessing the impact of changing technology in the field of BI and identify business opportunities for improvement.
- Building relationships with business areas and promoting awareness of the BI Strategy.
- Facilitating discussions focused on understanding business processes, problems, opportunities, and priorities.
- Preparing documents on the current state, business needs and desired future state identified through workshops and discussions.
- Participating in discussions with Executive Team on topics related to BI.

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](#)).

The position works with minimal supervision and applies expert skills and knowledge in the fields of project management and business analysis to elicit and document requirements from business, and ensure the solutions benefit business.

The position demands a high level of creativity and problem solving skills, including the following:

- Strategic thinking to consider alternative solutions that involve differences in technology, cost, timing and deliverables.
- Foresight to assess impact of solutions on business processes and strategies for successful change management.
- Judgment to ask the right questions and apply the right tools and methods to determine business requirements - such as the development of “user stories”, modelling diagrams, prototypes.
- Excellent communication, listening and facilitation skills to ensure requirements are identified and solutions are tested.

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](#)).

The position impacts the effectiveness of strategic and operational decision-making at all levels of the department and to external stakeholders (such as contracted agencies that depend on information products). In particular, the position:

- Provides a critical service to ensure the effectiveness of enterprise data warehouses / data marts, data models, information products and web-based portals.
- Ensures effective communication between IT professionals, business and other stakeholders to develop solutions.

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](#)).

- University Degree in a related program and considerable experience as a business analyst preferably related to BI, or an equivalent combination of education and experience. Certified Business Analyst Professional (CBAP) designation is an asset.
- Knowledge and experience in project management, change management, systems development and business intelligence / data warehouse methodologies.
- Knowledge of BI technologies, preferably Microsoft BI tools (SSIS, SSAS and SSRS).
- Excellent communication skills, both written and oral, including strong interpersonal and presentation skills.
- Strong analytical ability, data interpretation and problem solving skills.
- Knowledge of the department's goals, programs, policies and organizational structure.
- Ability to positively influence, negotiate and to obtain commitment of others.

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

- The position interacts daily with business contacts in order to gain insight into processes, business rules and information requirements as a facilitator of workshops or through personal interviews; and to assess impact of changes to BI solutions and to communicate change to users.
- The position interacts daily with branch staff and project team members, including data architects, project managers or directors, database administrators, information product developers (including both vendors and staff) one-on-one or by participating as an expert on project team meetings, ensuring business requirements are translated into the design and development of data structures and information products.
- The position interacts monthly with staff and management of other departments to share knowledge and expertise and work collaboratively on cross-ministry initiatives.
- The position interacts monthly with external service providers to ensure BI solutions meet operational reporting needs.
- The position provides weekly status updates on projects and activates involving business requirements and change management strategies to management and senior management. Executive briefings are typically required on a monthly or bi-monthly basis.

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

Not applicable.

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](#)).

None.

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

- Briefs supervisor/management on any emerging issues, proposes possible solutions and works collaboratively to resolve the issues and implement enhancements.
- Works with senior level staff in other divisions, to present, consult and advise on social issues and forecasting methodology.
- Good working relationships are required with other divisions and stakeholders to acquire data and clarify details of statistical and analytical information when needed.

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

None

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