



JOB DESCRIPTION

Working Title: Analyst	Name:
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Position No.:	Reports to Position No., classification and level:	Division, Branch/Unit: Strategic Services, Modernization Office Branch, Business Modernization and Transformation
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Present Classification:	Requested Classification: <i>(if encumbered only)</i>
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Position Summary:
Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]

Business Operations and Modernization (BOM) Team in the Business Modernization and Transformation (BMT) unit strengthens the Ministry's capacity to plan, develop and implement priority strategic initiatives. The BOM team brings strong project development, management and data reporting to the Ministry. This enhances the Ministry's ability to effectively manage and implement projects to increase efficiencies, improvement, and innovation in service delivery. A key component for achieving these outcomes is access to accurate, up to date, accessible, easy to understand analytics.

This position utilizes knowledge of various systems (e.g., electronic content management systems, workflow management systems, contact centre technology platforms), processes, analytics, business intelligence, and reporting to recommend, design, develop and present standardized and reliable data, reports, and information in support of strategic operations planning and management. This role also utilizes technical knowledge of development and programming concepts to design custom applications within existing platforms (e.g., SharePoint, electronic content management systems) for business processing activities, providing the organization with valuable operational data.

Reporting to the Modernization Projects Supervisor, the Analyst works independently and collaboratively, as needed. Working with product owners, training and project coordinators, management and senior management, the Analyst will support the needs of the Ministry and its stakeholders to collect, analyze, synthesize, report and present operational data to understand trends, issues and risks related to service delivery and effective operations.

The role supports strategic operations planning and proactive operational planning and development. The position works closely with management and stakeholders to provide relevant information in support of evolving business processes and innovative solutions. The Analyst provides technical expertise, maintenance and support for business intelligence solutions and analytics. The Analyst utilizes computer-based techniques in identifying, extracting, and analyzing business data. The position provides historical and current views of business operations and utilizes tools and methodologies to anticipate possible future

outcomes (e.g., use of the Erlang formula to anticipate contact centre call wait times based on various available staffing levels).

The position also provides support for the implementation of performance management processes, provides support in development of key performance indicators (KPIs) across business areas such as contact centres and benefits processing units, and represents Ministry KPI knowledge on cross-ministry collaboration between Government of Alberta contact centres.

This position will operate independently in organizing daily workload while regularly consulting with the Modernization Projects Supervisor to define project objectives, priorities, frameworks, and plans. The position will select the best analytical and reporting techniques and develop and present recommendations. Creativity, strong analytical and problem-solving skills are required to review, analyze/interpret, and communicate information that is clear, concise and useful to the Ministry and cross-ministry partners.

This position operates within relevant policies and procedures, while exercising professional judgment in developing resolutions, providing options/alternatives and in planning and organizing work in response to management and program delivery requirements. The position also makes decisions on terminology and formats for deliverables, in consultation with the Modernization Projects Supervisor.

The position must work closely with other areas within the Ministry and cross-ministry, influencing partners to complete project objectives. The results created affect all Albertans as systems are changed to better serve their needs.

Primary Accountabilities/Responsibilities:

List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]

1. Design, develop and provide operational and performance reports to support operational planning and performance management.
 - Interpret business requirements and determine optimum analytics solutions.
 - Perform analysis for a wide range of requests using data in different formats and from various platforms.
 - Develop and track key operational and performance metrics within analytics systems (e.g., benefits processing times, application intake volumes, call volumes, productivity).
 - Design and present compelling narratives, including interactive data visualizations, to communicate the implications of operational trends and patterns to the Ministry and partner ministry leadership, senior management, project coordinators, and colleagues.
 - Exercise creativity in developing approaches to prepare reporting and application design materials and to present technical information.
 - Work independently in the preparation of statistical reports and be accountable for the technical accuracy and thoroughness and clarity of data provided and reports produced.
 - Provide a regular reporting process, with access to ongoing reporting, to inform leadership and management of regular and significant operational changes and trends to support development of strategies for operational improvement, performance management, workforce management and forecasting.

- Review and evaluate existing processes to identify lessons learned and opportunities for improvement in data collection, analysis, reporting and presentation of results.
- Provide standard and ad hoc reports, templates, dashboards, scorecards and regular updates to leadership, senior management, product owners and project coordinators on various programs and initiatives.
- Summarize demographics (e.g., region, city, office), indicators (e.g., volumes, processing times, wait times), and other raw data into statistics and develop meaningful and relevant dashboards, profiles, and reports for presentation to regional partners and senior leaders.
- Present findings in a report form which is meaningful to senior management to assist them in making program/policy decisions.
- Identify and provide input to new technology opportunities that will have an impact on analytics systems.
- Train staff on the use of analytics capabilities and solutions during and after development to foster an understanding of operations and impacts on resulting data and reporting.
- Design and implement testing strategies to ensure data quality.
- Study the impact of data modifications on information systems and implementing positive change for operational reporting.

2. Conduct advanced operations analysis.

- Gather and remain current on operations, projects, business intelligence and analysis trends that may impact operations planning, performance management, workforce management, forecasting, and other functions related to service delivery.
- Identify key operations issues, relevant trends and correlations, potential risks, opportunities, and outcome measurements based on data analysis; collaborate with internal stakeholders to develop proactive operations planning methods and tools that will provide insights into future operations, performance management needs and build organizational capability.
- Apply qualitative and quantitative techniques to define a baseline of current organizational capability and capacity (e.g., identifying current and required contact centre staffing to meet operational requirements).
- Provide historical and current views of business operations and utilizes tools and methodologies to anticipate possible future outcomes (e.g., use of the Erlang formula to anticipate contact centre call wait times based on various available staffing levels).
- Through consultation, research, and analysis, identify and report on best practices and trends that may be used in the design of program service delivery projects and initiatives.
- Help analyze the effectiveness of program service delivery in achieving desired outcomes.
- Analysis can be for ongoing programs or new programs that will be onboarded within the Ministry.

3. Develop performance measurement framework.

- Enable the development of KPIs and their targets for benefits processing and contact centre program delivery by defining a framework, designing tools, and supporting management in the establishment of effective indicators.
- Define the data required to measure operational performance against the identified KPI targets.
- Design reports to present KPI performance within dashboards.
- Ongoing maintenance of established KPIs for individual delivery units.

- Refine and update performance measurement framework based on current industry standards and best practices.
4. Design effective data models for analyzing program data.
 - Plan and maintain effective data models for program delivery and operational analysis.
 - Integrate and manipulate data from a variety of sources into a single model.
 - Troubleshoot inconsistencies in data sources to ensure data accuracy.
 - Utilize data modelling tools.
 5. Develop, enhance, and maintain custom program applications.
 - Lead the development and testing of custom applications to support service delivery and enable workflow management, performance management, reporting and analytics.
 - Perform end-to-end system testing on developed solutions.
 - Support the development of user acceptance test scripts, review results, and remedy defects.
 - Work with applications developed on a variety of platforms (e.g., electronic content management systems, case management systems, SharePoint, Microsoft solutions).
 - Develop, monitor, and maintain online service request tool to facilitate submission of change requests and defect tracking for unit stakeholders. Assess and resolve change requests.
 - Lead ongoing maintenance and facilitate major system updates (e.g., software upgrade) to workflow applications (e.g., built on SharePoint) to ensure continued functionality and compatibility with minimal to no impact on operations.
 6. Participate in and provide support for strategic projects, programs, and initiatives.
 - Participate in project teams and lead assigned components of design and delivery (e.g., building, utilization and maintenance of customized dashboards and workload assessment tools).
 - Coordinate and participate in the development and delivery of presentations to management teams, cross-ministry committees, employee groups, and partnering ministry stakeholders.
 - Provide strategic guidance to project members and stakeholders:
 - Facilitate project discussions as they relate to technical business requirements for data and analytic solutions.
 - Support and guide requirements gathering conversations with stakeholders.
 - Analyze requirements against technical capabilities of delivering requested reports and workflow application solutions.
 - Identify potential staff/workload challenges with capturing data to meet the business area's reporting requirements.
 - Identify technical limitations of available tools used in workflow applications, collecting data, and suggesting alternate solutions.
 - Recommend operational changes required to meet data collection requirements.
 - Identify how operational changes will impact future analysis of historical data.
 - Identify whether/how output from requirements aligns with branch and ministry strategic objectives for reporting and workflow solutions.
 - Translate business needs and outcomes into technical requirements. This includes bridging communication/technical knowledge gaps between technical experts and program delivery stakeholders to support a shared understanding of requirements, technical capabilities, potential solutions, and possible outputs.

- Participate in measurement and evaluation activities; identify deficiencies and improvement opportunities to increase accuracy of data and effectiveness of information reporting and data analysis.
 - Represent the Ministry's interests and perspectives on cross-ministry initiatives.
7. Support responses to ad hoc information requests including briefing notes, and action requests.
 - Develop and review information request responses.
 - Gather, analyze and interpret data to support information requests and develop accurate conclusions.
 - Correct assumptions and misinterpretation of data generated from reports.
 8. Effectively lead and participate in varied Analyst projects.
 - Lead multiple projects simultaneously from conceptualization through to final deliverables.
 - Provide project estimates and recommendations, including required timelines, resources, tools, deliverables, scope, risks, maintenance requirements, etc.
 - Ensure project objectives, goals and timelines are clearly defined and understood by stakeholders.
 - Create project schedules for assigned projects and ensure project objectives, goals and timelines are met.
 - Consult with stakeholders and Team Lead to adjust project estimates and schedules to accommodate new requirements or priorities as assigned.
 - Monitor progress of projects and provide regular status updates.
 9. Undertakes other projects and activities, as required and assigned.

Knowledge/Experience/Competencies:

Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]

Knowledge:

- University degree in business administration, social sciences, public administration or a related degree or diploma. Equivalent combinations of education and experience may be considered.
- Strong analytical skills with knowledge of statistical analysis, forecasting, and information reporting.
- Proficient in using business/data analytics software (e.g., Power BI) and applications and other collaboration/presentation/information management tools (e.g., SharePoint) is an asset.
- Strong understanding of data architecture and sound data modelling design practices with an emphasis on tabular models
- Good grasp on visual communications concepts, as well as user interface (UI) and user experience (UX) best practices in relation to development of program workflow application solutions and reporting.
- Familiarity with and ability to apply front-end web development languages (e.g., HTML, CSS, JavaScript) and web design.
- Knowledge of government strategic goals and policy directions, particularly as they relate to Ministry-mandated business plans, priorities, organization, and decision-making structures of lead, partner, and support ministries.
- An understanding of the strategic role of the Ministry.

- An understanding of the political environment within which the ministry operates and of government decision-making processes.

Experience:

- Experience working with, customizing, and developing applications within applicable electronic content management systems, content management systems, etc., is an asset.
- Ability to communicate complex data in clear and meaningful ways.
- Experience providing direction and mentorship. Demonstrated ability to influence others that are not direct reports.
- Demonstrated ability to strategize and create effective solutions and see them through to implementation.
- Expertise in handling confidential and sensitive communication.
- Demonstrated ability to make key decisions and have direct leadership responsibility.

Competencies:

- **Systems Thinking**

- Works with program business areas to clarify and define their role and any given priority project for the most effective approach to meeting branch outcomes.
- Quantifies and qualifies impacts of potential projects to the branch's short, medium, and long-term outcomes and recommends the most effective course for achievement.
- Identifies risks and issues that may affect the successful execution of projects to the attention of the program areas, and management and participates in the mitigation and solution building for these risks and issues.
- Ability to operate effectively within a complex organization and continually changing business environment.

- **Building Collaborative Environments**

- Leads the sharing of expertise between the corporate services areas and the program areas throughout the project life cycle to ensure the best project and ministry outcomes.
- Ensures ongoing communication is maintained between the unit and management by facilitating regular decision-making meetings regarding projects.
- Leads the unit to achieve the desired ends and participates as an effective team member.
- Effectively resolves issues and influence actions of others that are direct reports.
- Collaborates with branch management team to develop recruitment, retention, and succession planning strategies as key tools to ensure the availability of appropriate knowledge and skills.

- **Creative Problem Solving**

- Leads meetings with stakeholders to solve complex problems and provide recommendations relating to the implementation and continuous improvement of project best practices.
- Stays abreast of the current project best practices and change literature and brings forward innovations to leadership,

- Able to work with ambiguity in a complex and changing strategic environment, under pressure and using sound judgement, tact, and diplomacy.
- Comfortable with immediately responding to emerging issues and resolving crises that affect projects and stakeholders with little precedent or guidelines.

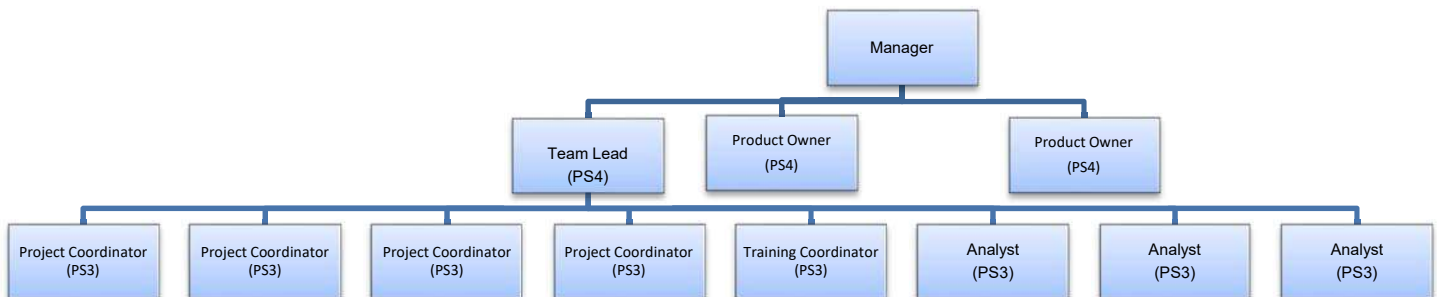
Primary Relationships/Contacts:

Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]

Clients	Frequency	Nature/Purpose of Contact
Internal: Team Members	Daily	<ul style="list-style-type: none"> • Collaborates with the Team on projects, providing role specific expertise, advice and recommendations.
Modernization Projects Supervisor	Daily	<ul style="list-style-type: none"> • Consults with and provides updates to Team Lead on ongoing status of projects
Manager	Weekly	<ul style="list-style-type: none"> • Provides updates to the Manager on the ongoing status of projects. • Presents findings, reports, and recommendations on projects to support effective, evidence-based decision making
Director	As needed	<ul style="list-style-type: none"> • Presents findings, reports, and recommendations on projects to support effective, evidence-based decision making
External: Cross-Ministry	As needed	<ul style="list-style-type: none"> • Partners with other ministries on complex projects that overlap the scope of multiple ministries

Organization Chart:

A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]



Changes Since Last Review: (if applicable)

Identify significant changes that have impacted the primary responsibilities and accountabilities assigned to the position since the last review, including organizational changes [See the [Job Design Writing Guide](#) for further assistance]

With restructuring, took out specific references to “Employment and Financial Services division and Common Service Delivery” branch and “Community and Social Services” ministry and replaced it with the new division, new branch and a generic ministry description.

Signatures:

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned [See the [Job Design Writing Guide](#) and the Human Services [Delegated HR Authorities](#) for further assistance]

X

Incumbent

X

Manager

X

Director