New

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Business Analyst

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

No Supervision

Agency (ministry) code   Cost Centre   Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant - New position

Organizational Structure

Division, Branch/Unit

☑ Current organizational chart attached?

Supervisor's Position ID   Supervisor's Position Name (30 characters)   Supervisor's Current Class

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Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Alberta privatized the delivery of registry services in 1993 and is one of the only jurisdiction in North America where public registry services are completely offered through a network of individually owned private agencies. There are more than 210 private registry agent locations where Albertans can access registry services. These registry agent locations vary in size, transactional volumes and number of employees. Registry services include Motor Vehicles, Vital Statistics, Corporate Registration, Land Titles, Personal Property Registrations and Alberta Health Care Insurance Plan and Alberta Organ and Tissue Donor Registry registrations and services. Registry agents provide in excess of 10 million transactions annually, impacting an average of 30,000 Albertans every day. Providing consistent, high-quality service to Albertans while ensuring personal information is safeguarded, through a private registry delivery system is unique and complex.

Reporting to the Manager, MV Program Support, the Senior Business Analyst is responsible for the definition and validation of business requirements, project planning and coordination, change management, researching and supporting process, policy, and client service delivery improvements through the proactive resolution of business processes and policy issues, data definition and standardization, including alignment with GoA privacy and security standards, and stakeholder communication.

The Senior Business Analyst will have two areas of primary focus:

1) Scoping and coordinating new projects and programs to enhance and build on existing service delivery models, ensuring a positive user experience for clients (Albertans and Registry Agents), reducing administrative burden on staff, and enabling sustainable programs and services.

2) In partnership with the Registries Evolution branch, complex analysis, planning, and coordination of Motor Vehicles and Registries Administration (MVRA) branch operations, policy ,and technology transformation and transition activities for the replacement of the Motor Vehicles System (MOVES) and modernization of services. This involves research, analysis, integrated and complex operational/tactical forecasting and plan development, process mapping, change management, and training.

This role will oversee the coordination of projects both within the program area and often across departments to ensure development and enhancements are successfully delivered on time and to ensure solutions meet business needs, with a focus on outcomes and benefits (value) delivery.

This role interacts with vendors, associations, registry agents, information management technology partners, and numerous internal and external stakeholders to ensure well scoped, developed, tested, and communicated business solutions through to implementation. When working with IT partners, the Senior Business Analyst may also be required to support user acceptance test planning and execution, user documentation, transition, conversion, and training.

Responsibilities

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

1. Lead activities to support operational requirements and initiatives, ensuring alignment with the Department/ Division/Branch core business goals and objectives.

   • Develop strategies and plans to support business improvement and automation, including determination of the most suitable approaches to be used for each applicable program or project to ensure business objectives, policy needs, and technology integrity is achieved.

   • Develop change management recommendations to manage and mitigate project issues, including by not limited to business strategy, technology organizational barriers/opportunities, people, process, or policy implications.

   • Ensure those impacted by policy, operational, or technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.

   • Provide project management leadership and expertise during initiation, planning, execution, controlling and closing project process groups.

2. Provide recommendations on the most suitable approach to be used in the development of each program/ project to ensure business objectives are achieved.

   • Lead detailed analysis and provide business support to MVRA or divisional projects in the form of research, statistical and financial analysis for policy or process development or enhancements that drive effectiveness and efficiency. Incumbent requires competence in a broad spectrum of skills necessary for policy option analysis and is required to handle confidential information sensitivity, working under minimum supervision.

   • Assess proposed business opportunities (e.g. business, technology, organization, process, people, policy) for viability and effectiveness, and develop, evaluate and/or research business cases.

   • Lead working groups providing a consultative service for program policy, operations and technology development or enhancements.

   • Identify, research, and incorporate applicable governing policies and regulations and develop processes within these frameworks.

   • Assess the impact of changing technology on MVRA products and services and develop strategies for the

transition of operations and policy.

- Design and document procedures to enable and instruct users on the completion of business processes.

- Research user security requirements, identify security implementation changes required and design access accordingly.

- Develop briefings with options and recommendations through stakeholder consultation and evidence-based research/analysis.

- Proactively identify issues and raise change requests and/or recommendations for the re-sequencing of the MVRA portfolio to accommodate changes.

- Develop project/program baselines and track and report scope/time/cost achievement, including the development of standardized reports and governance.

- Define and track project/program benefits (value) metrics both during and post-implementation to realize return-on-investment and outcome achievement.

3. Provide application and operational support for the MVRA application suite, related sub-systems and interfaces including end user, business, and application support functions:

- Develop an in-depth understanding of the MVRA application suite and all key interfaces

- In partnership with the Registries Evolution branch, define and clarify service request (SR) requirements and/or vendor estimates through consultation with application development and technical support teams to define, develop, test, and implement enhancements to existing systems and/or as part of transition activities to new modern systems and services.

- Define and track issues and risks associated with the development and implementation of SRs and/or modernization transition activities, including recommendation and options formulation.

- Coordinate with key stakeholders to document the results of requirements analysis in an appropriate format including business rules, workflow description, use cases, test plans, and test cases.

- Develop and maintain a high quality of service to MVRA business and application users by effectively resolving problems and responding to their business needs and concerns.

- Ensure effective troubleshooting and escalation of system problems while proactively identifying potential systems, process and policy/procedural implications result from new initiatives or corrective changes.

- Provide specialized knowledge and information to all internal and external users of the MVRA application suite and related legislation, regulations, and policies.

4. Responsible for validating, ensuring that data meets quality control requirements for the MVRA application suite as well as other system interfaces.

- In partnership with the Registries Evolution branch, ensure data integrity is maintained through the modernization journey, utilizing system controls, periodic audit reviews, and reviewing application reports (i.e. audit reports, accounting reports, etc.) generated on a regular and ad hoc basis.

- Identify and provide recommendations for new or improved data integrity and quality control procedures.

- Provide support for the maintenance of data in system control tables that are used to enforce data standards.

- Support the creation/maintenance of external and internal user access ID and role based access controls.

- Develop and maintain required procedural and training documentation and resources.

5. Coordinate and participate in testing, conversion, transition and implementation activities of upgrades or

changes to applications:

- Coordinate the implementation of policies, procedures and changes of roles and responsibilities using effective transition strategies that focus on planning, communication, training, and evaluation.

- Plan, develop, and coordinate delivery and implement transition and communication strategies that enhance user awareness and acceptance of new responsibilities, activities and materials

- Provide guidance and support to the development and performance of User Acceptance Testing strategies, planning, and tracking tools, preparation of test data and defect resolution process.

- Contribute and support the implement of communication and training plans.

Problem Solving

Typical problems solved:

- Participate in the development of deliverables, strategy, work plans, acceptance testing, schedules, estimates and implementation plans.

- Resolve issues, which affect overall progress and the quality of projects and modernization efforts.

- Participate in developing, testing, and implementing application changes and related data standards.

- Plays an important role in ensuring the reliability and credibility of motor vehicles and registries administration and continuous improvement.

- Develops effective working relationships with other ministries, other levels of government, technology service providers and business program areas.

- Makes timely decisions/recommendations to resolve operational or project related items.

- This position plays a significant role in the MVRA business transformation/transition from the legacy MOVES to a modern enterprise-level system and services. The development of new applications and processes significantly impacts the MVRA branch in supporting the delivery of online services to Albertans.

Types of guidance available for problem solving:

- This position must understand the GoA and the Ministry programs, policies and business functions in order to fully comprehend business requirements and underlying legislation and policy links.

- This position needs highly developed analytical skills for evaluating and developing innovative business solutions and applying the results to systems design. Must be able to conceptually visualize data and business linkages between various GoA systems and the processes supporting those systems.

- This position requires creativity to develop new and complex business and system enhancements to meet changing business needs and to solve problems arising with existing business processes and information capture.

- Exercises good judgement and utilizes exceptional interpersonal skills to represent the interest and goals of MVRA.

- Solution services with stakeholders and in responding to request-for-services/new projects to ensure all interests are addressed and achieved.

Direct or indirect impacts of decisions:

This position directs and promotes the modernization of processes and services, which involves human-centered design, process redesign, data analysis, new technology and adapting to the ever-changing and complex needs and expectations of Albertans and professionals interacting with MOVES. The work of this position directly impacts Albertans and front-line staff by reducing reliance on manual practices, paper-based processes, legacy IT systems, and rudimentary data.

The Senior Business Analyst is responsible for the development of evidence-based options, recommendations, and approaches to achieve effective solutions that support the branch's/department's business plan and objectives.

This position must be able to deal with all levels of internal and external resources involved or affected by the delivery of new modern system and services in support of Registries Evolution. This requires extensive and knowledge of business strategy, technical architecture, policy and strategic engagement planning, organizational change management and strong communication, people management, process development and refinement, negotiation skills, and strong problem-solving skills.

This role oversees projects that impact the administration and accountability of the registry agent network. This includes coordinating high profile and sensitive projects that can have a negative impact on the delivery of registry services for Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Senior Ministry and Government representatives, including the Assistant Deputy Minister's Office.

- Executive Director -Ad Hoc - Provides updates and recommendations and receives guidance as to MVRA branch directions and priorities.

- Technology and Innovation - Frequent and ongoing - To ensure coordination and integration of project affecting shared stakeholders, sharing of data to inform strategic development.

- Registries Evolution - Frequent and ongoing - To ensure coordination and integration of modernization activities and the transition of MVRA policies, operations, and technology.

- Ministry representatives (e.g., HR, Finance) - Frequent and ongoing - Resolve issues, exchange information, and collaborate on projects.

- Other ministries - Frequent and ongoing - To ensure coordination and integration of initiatives affecting shared stakeholders, sharing of data to inform strategic development.

External
- Other levels of government - contact as required to obtain data, share and learn about best practices, to coordinate implementation of initiatives, provide direction and gather information.

- Province-wide stakeholder organizations including registry agents, associations - contact as required to obtain data and share information.

- Association of Alberta Registry Agents (AARA), Alberta Motor Association (AMA)

- Albertans and Registries Clients that interact with MVRA programs and services - obtain feedback and data.

- Registry Agent Network - Agent Owners, managers, supervisors and staff

- Various Vendors

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:

Requires 4 years of progressively related responsibilities and experience.

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

- Policy building experience in relation to government's legislative and policy development processes.

- Consultation, interpersonal, and facilitation skills to consult, negotiate, and resolve conflict with stakeholders often having varying perspectives, expectations, requirements, and priorities.

- Influencing skills to promote innovation, build consensus, motivate others to accept and adopt innovative concepts and approaches, and lead teams.

- Interpersonal and negotiation skills and diplomacy to support the MVRA Branch needs in relation to competing priorities and long term modernization efforts.

- Relationship management skills to develop and maintain collaborative working relationships within the Branch, Division, across the Ministry, and with stakeholders.

- Critical, analytical, research, and problem solving skills, including ability to analyze complex issues and information, determine risks, identify options, and to develop recommendations in alignment with strategic and business plan goals.

- Organizational change and transition management skills within a complex organization and continually changing business environment.

- Re-engineering of business processes experience

- Financial planning, management, and reporting understanding.

- Governance controls development and management

- Continuous improvement understanding.

- Human centered design and agile project management understanding

- Strategic and operational outcome based planning understanding

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
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • 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	Integration of new modernized service delivery approaches and systems replacement will involve transformational design changes and communication with stakeholders and alignment with Registries Evolution and cross-Department. Considers and plans for how current policies, processes and methods might be affected in the short, medium, and long-term by broader trends.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of	Confronts problems directly; takes steps to rectify problem situations, even if they prove

		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	unpopular. Factors in the complexity of issues, and strategically aligns decisions and plans based on values, outcomes and broader organizational needs.
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	Collaborates effectively with IT and business partners, delivery and program areas, branch colleagues. Promotes positive conflict resolution by identifying issues and facilitating discussion and/or coaching others to constructively resolve conflict.
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • 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	
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • 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	

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

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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.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Sig

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature

_____   _____   _____
DM Name   Date yyyy-mm-dd   DM Signature