

New

Ministry

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:

Reporting to the Senior Manager of Business Planning, Communication and Integration, the Strategic Integration Analyst has a division-wide focus requiring awareness of organizational objectives and priorities to ensure issues are address in a strategic, integrated and consistent manner.

The position provides expert and professional communication and consultation to ensure the appropriate level of organizational change management is planned, communicated, and executed for a wide range of complex organizational initiatives including strategic planning, project implementation, and operational improvements.

When working with program areas, the Strategic Integration Analyst provides leadership, support, direction and is recognized as a subject matter expert in analyzing business and system problems and evaluating proposed solutions. The position is responsible for conducting environmental scans to ensure service delivery impacts are identified, business processes are improved and changes implemented. When developing recommendations the Analyst needs to understand the target audience, present alternative courses of action and implications, and ensure solutions are aligned with departmental policy, legislation, TRA strategic goal and government priorities.

The position represents the department in interdepartmental and cross-ministry work, multi-stakeholder

engagements and consultations. Exercising a high level of interpersonal skills to gain consensus, mediate, and influence.

Responsibilities

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

1. Promotes intra-divisional collaboration; identify, influence and support opportunities for streamlining and standardizing processes across the division. Encourage sharing of information to promote consistency and reduce duplication of effort.
 - Performs assessment of business process and determines improvements to enhance organizational effectiveness.
 - Facilitate and engage business areas and cross-functional teams to identify areas for improvement, analyzing root causes, generating solutions, implementing solutions, and sustaining these solutions.
 - Organize and prioritize assigned projects and tasks, ensuring timelines and deliverables are met.
 - Provide clarification of business needs to Service Alberta IT Project Managers/Business Analysts.
 - Monitors and reports on progress towards operational and strategic goals throughout the year. Highlights areas of concerns or risks to the management team, and provides recommendations for action.
 - Implements effective change strategies and leads change at the divisional level. Utilize change management principles to support staff in dealing with change through modeling, coaching, mentoring and staff training.
 - Keeps up to date on trends, program issues and changes in legislation and industry practices. Identifies service delivery gaps and participates on committee to resolve policy issues.
2. Leads stakeholder engagement that are complex, integrated and involve multiple stakeholders and coordinates activities in accordance with the overarching stakeholder engagement strategy and operational plan.
 - Coordinates and facilitates communication to stakeholders on behalf of the division and department.
 - Networks with a diverse range of stakeholders (e.g., large international accounting firms, complex multi-national corporations, etc.) to develop communication networks that will enhance service delivery and understanding of tax and revenue programs and legislation.
 - Makes presentations and organizes stakeholder consultations or workshops (e.g., develop agendas and project plan, record meeting minutes, produce and distribute reports).
 - Ensure consultations/ engagements have a diverse or full representation; attendance includes program, policy and all facets of industry perspective.
 - Ensure feedback of stakeholder responses and request to technical teams are responded to within agreed time lines.
 - Ensure documentation is maintained of all stakeholder engagement and contact/activities are formally recorded.
 - Researches existing and emerging industry trends and issues, especially as they related to tax revenue activities, ensure senior management is aware of issues, and elevate issues and provide suggestions and advice on how to address them.
3. Responsible for the design, development, delivery and management of communications that maximize organizational and stakeholder adoption and usage, minimizing resistance.
 - Identify, assess, and appropriately lead change readiness for TRA and key stakeholders.
 - Document requirements and coordinate the design and delivery of training materials and programs.
 - Assist project managers to develop project and user documentation guides.
 - Proactively use multiple communication channels to communicate with stakeholders.
 - Develop instructional videos, webinars, instruction guides, etc. using clear and concise language.
 - Assist with the publishing of all divisional communication materials to enhance stakeholder understanding of requirements.
4. Provides expertise for the development and maintenance of integrated strategies; promoting inter-branch cooperation to help ensure TRA's readiness and adaptability in respect of future challenges and opportunities.
 - Advise Management on any developments or changes to the Business Continuity Plan (BCP) that might pose risk or require financial investment and/or resource allocation.

- Investigate and propose options for mitigating or eliminating identified risks or addressing resourcing challenges.
- Support the ongoing development and enhancement of TRA's SharePoint site and Teams Channel to promote the availability of consistent information across the division, and dissemination of timely information for ongoing or new corporate initiatives.
- Develop client satisfaction surveys for a variety of TRA business activities (e.g., stakeholder engagement results, businesses that collect taxes on behalf of the government, program service delivery, etc.), summarizing results, identifying themes and issues, and make appropriate recommendations.

Problem Solving

Typical problems solved:

The Strategic Integration Analyst reflects the highest level of operational thinking with respect to tax legislation, policy, and practices. Working within multiple tax statutes and programs, policies, the position must analyze, evaluate, identify concerns, and formulate solutions to issues that involve competing interest of multiple stakeholders.

This positions operates with significant independence, within clearly defined principles, policies and objectives where solutions are not always known. Information needs vary greatly and request for information are received from all levels within and external to the division.

Types of guidance available for problem solving:

The positions is required to work independently and determine solutions within their knowledge and experience and using research and their well established networks.

This positions impacts tax and revenue stakeholders and must use reason and judgment to strike a balance between competing priorities of the government and industry (e.g., multinational oil and gas companies, international tobacco wholesalers, etc.).

The position is responsible for complex issues management and problems solving involving a wide range of stakeholders. Due to their involvement in the development of new and innovative approaches of process management they must anticipate and react to emerging requirements to support effective delivery of the GoA's tax and revenue programs, TRA's strategic plan, and the government priorities.

Direct or indirect impacts of decisions:

- TRA meeting its strategic goals, vision, and ability to stay ahead of trends affecting tax administrations.
- Relationships with stakeholders, including industry, other levels of government and other jurisdictions to ensure they are well informed and their needs are met.

Key Relationships

Major stakeholders and purpose of interactions:

Service Alberta Project Manager/ Business Analyst- participate in defining and reviewing business requirements, identify and evaluate solutions to resolve business and application problems. Recommend actions/ database fixes for approval by program areas.

Business Support - solicit guidance on impact assessment, timelines, application interface, implementation and communication plan for each release.

Internal clients - clarify business requirements and review system design. Provide input on continuous improvement opportunities. Solicit guidance and direction on complex business and technical issues. Analyze requirements, present alternatives, facilitate option evaluation, and provide support on implementation.

External Client - Liaison with representatives form other ministries/ government departments.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Job Specific Experience:

- Requires expert knowledge of tax and revenue programs administered by TRA and ability to apply and interpret their related complex legislation, regulations, and policies.
- Ability to use TRA software and understand relationship between system and business requirements.
- Ability to lead and coordinated the work of multi-disciplinary project teams involving professional staff and from other government departments is required to develop and implement strategic approaches to meeting tax and revenue need for the GoA.
- Strategic leadership in issues management and problem solving involving clients, senior management and stakeholders.
- Good presentation and communication skills are required to negotiate and interact with industry stakeholders, department management and multidisciplinary project teams.

Technical Competencies:

- Project planning and time management skills.
- Knowledge of research techniques and data interpretation.
- Knowledge of techniques in gathering user requirements and preparing business analysis.
- Strong project management experience (including understanding of the tools and phases of the project life-cycle) to support complex tax assignment and time frames and to guide consultation activities.
- Knowledge of change management principles, processes and tools.
- Develop and execute change management plans including stakeholder engagement, analysis and communication plans.

Skills:

- Excellent analysis and problem solving competencies
- Agile and easily adapts to changing priorities
- Ability to build positive relationships, work in a team environment as well as working independently.
- Strong communication and facilitation skills.
- Ability to interact with various levels of internal and external stakeholders

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Identifies and manages required change and the associated risks: <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 	

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	
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

Benchmarks

List 1-2 potential comparable Government of Alberta:

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

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