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Common Government

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Update

Ministry

Mental Health and Addiction

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Business, Data and Quality Assurance Analyst

Current Class

Program Services 3

Job Focus

Operations/Program

?

Supervisory Level

00 - No Supervision

Agency (ministry) code ?

Cost Centre

?

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

SOSS/RCDS/Compliance and Monitoring

☐

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed ?

Date yyyy-mm-dd

2025-06-30

Responsibilities Added:

Added more detail to the existing re: Forms, business solutions and expanded on training documents.

Added coordination with the Ministry's Project Management Office and Digital Operations and Modernization teams as appropriate.

Responsibilities Removed:

Removed "Project Management" from the Designation section in "Required Education, Experience and Technical Competencies"

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager, Program Development and Delivery, this position provides business and data analysis along with knowledge management and project leadership across the business and technical solutions used by the unit to deliver expected outcomes effectively and efficiently. The Business, Data and Quality Assurance Analyst ensures project alignment with unit priorities and needs in support of quality and continuous improvement, consistent with legislation, operational policies and procedures, best practices, as well as Government of Alberta values and Code of Conduct.

The Business, Data and Quality Assurance Analyst is responsible for participating in identifying and planning process improvement solutions. This entails a solid understanding of the current business environment, organization business plans, applicable policies and guidelines, as well as business and corporate objectives to drive optimal process and quality improvement solutions.

The Business, Data and Quality Assurance Analyst ensures Quality Assurance (QA) processes are integrated into the unit's business processes and systems. The position takes proactive measures to facilitate program improvement including the research, analysis, and evaluation of delivery and service programs, resulting in recommendations for strategies, initiatives, or system improvements. This includes assisting in business case development, risk and quality assurance functions, business process reviews and end user training to ensure integrated business solutions are delivered efficiently and effectively.

The Business, Data and Quality Assurance Analyst helps to ensure that Information Technology (IT) investments result in premium IT service delivery, enable/achieve business priorities and contribute to the unit's success by participating in the design and planning of IT systems, coordinating efforts with other areas in the Ministry as appropriate.

The Business, Data and Quality Assurance Analyst ensures unit information, unit processes, and unit procedures are documented, shared, and utilized in support of consistent, quality services.

Responsibilities

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

1. Participate or lead planning and reporting activities to support unit outcomes.

- Participate in the development of the Business Unit vision, mission, goals, objectives.
- Support the development of business plans to ensure alignment of business direction with emergent technologies and identifying opportunities and alternatives that support achievement of business goals.
- Design operational reports and information management processes, including communication plans, and facilitation of project status meetings.
- Monitor work plans for completion of project tasks providing input on project schedule plans, strategies and resource requirements.
- Develop and manage risk assessment and mitigation plan.
- Develop post implementation review strategies.

2. Provide business analysis services including business and IT (Information Technology) planning, feasibility studies, requirements analysis, business case development, develop process models, re-engineering, and process enhancements.

- Assist in the identification of opportunities for re-engineering, streamlining or enhancement of process and business solutions for the unit in the pursuance of continuous improvement and organizational effectiveness.
- Facilitate working sessions whereby information exchange takes place, gather and process information into deliverables for leadership, stakeholder and project team review and approval.
- Develop and evaluate business processes and tools (public-facing and internal forms, templates, applications) identify and assess process opportunities for efficiency, effectiveness, business impact and risks.
- Translate business requirements into detailed design specifications for systems development/systems improvement or process improvement, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Ensure project processes and deliverables adhere to methodologies, standards and best practices and are complete, accurate and meet business requirements.
- Develop, coordinate and deliver end user training, including guidelines, procedures and templates.

3. Contribute to the development, implementation and maintenance of the unit's future Information Technology

and ensure IT projects are aligned with the corporate priorities.

- Assist in the preparation of business cases for new/alternative business solutions and contribute to cost/benefit recommendations.
- Participate in the evaluation of alternatives and recommend optimal business process and system design options for consideration by senior staff or team lead.
- Participate in regular business case updates and validation to track and report costs, benefit realization and outcomes to assess project performance, facilitate informed decision-making and provide project outcomes.
- Keep abreast of IT best practices, current/emerging technologies and techniques in a rapidly changing environment and evolve framework and methods to better address the functional and business requirements of stakeholders.
- Coordinate work with the Ministry's Digital Operations and Modernization teams and Project Management Office as appropriate.

4. Participation in Quality Assurance activities for day-to-day transactions within the database(s), projects to ensure delivery of high-quality business system solutions and continuous improvement in CAM.

- Support unit team members with required edits within the existing database(s) (file deletions, edits to entered visits, etc.).
- Proactively engage with subject matter experts to facilitate the identification of best practices and shared learning in Quality Assurance and program design.
- Develop and maintain an effective Quality Assurance plan, involving data analysis and facilitate setting appropriate performance indicators.
- Provide input on the most suitable approach to be used in the development or continuous improvement of each applicable program/project, to ensure business objectives and data integrity are achieved. Recommendations include details of resource requirements, dependencies, interdependencies, policy implications, pertaining to internal/external influences and the methodology to be applied.

5. Lead and coordinate the management of unit information.

- Define, support, and coordinate Knowledge Management (KM) operational requirements by facilitating focus groups or working sessions.
- Develop and maintain an effective KM plan, involving data analysis and facilitate setting appropriate performance indicators.
- Provide input on the most suitable approach to be used in the development of each applicable program/project to ensure KM business objectives and information integrity is achieved. Recommendations include details of resource requirements, dependencies, interdependencies, policy implications, pertaining to internal/external influences and the methodology to be applied. Multiple sources may be relied on.
- Work with colleagues to manage information including the storage, accuracy, access, presentation of information, and format as well as monitoring for quality.
- Lead/support knowledge transfer initiatives including training/mentoring programs and succession planning.

Problem Solving 

Typical problems solved:

Continuous improvement of existing business processes and tools, identifying the need, possible solutions and then implementing.

Implementation of new legislation/services that require IT and program elements such as forms, business processes from beginning to end.

IT system maintenance and enhancements.

Keep unit's data managed as per Privacy Impact Assessments, relevant legislation and accessibility needs of staff.

Types of guidance available for problem solving:

Project Lead and Manager, Program Development and Delivery are available for guidance, support and direction.

Direct or indirect impacts of decisions:

The regulatory decisions made by the unit impact the livelihood of service providers and potentially negatively impact the availability of addiction treatment spaces but positively impact the safety and quality of those same residential spaces. Although the Analyst does not make those decisions the work done supports those who do.

The work of the role ensures the information and data created by the unit is managed appropriately and is available to

decision makers for consideration in the development of programs and services.

Key Relationships

Major stakeholders and purpose of interactions:

Other unit members daily, to meet operational goals, they are subject matter experts in the regulatory work, licensing and what works for them

Branch/Division/Ministry - contact as needed for consultation/collaboration on implementation of programs and services

External contact:

Other Ministries - Regularly - Regular contact to share information to ensure effective data collection & reporting

Recovery Alberta - Occasionally - Collaboration

External Vendors - Daily - lead projects, consultation, provide direction.

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:

Business analyst, IT

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

- Excellent ability to create documents, including user guides, reports, and forms using Microsoft applications (Word, Excel, Power Point, Google Forms, etc.) and Adobe Pro.
- Understanding of Government of Alberta, role, structure, policies and procedures.
- Understanding of municipal, provincial policy, legislation and regulations governing health, addiction and mental health programs.
- Applied knowledge of strategic planning and policy development and legislative process.
- Comprehensive knowledge of IT systems and tools (e.g., MHARS, DIMG and related systems)
- Comprehensive knowledge of SharePoint management and design.
- A strong understanding of client needs, identifying business requirements and matching them to required technology and best practice.
- Excellent knowledge of project management methodologies and tools.
- Knowledge about risk management and skills to mitigate risks.
- Strong analytical and technical skills, including user Experience Design.
- Strong negotiation and consultation skills.
- Excellent people and relationship management skills.
- Highly developed critical thinking skills. Ability to summarize and synthesize complex material.
- Creativity and the ability to think "outside the box" in developing key issues and feasible options and strategic solutions to program, applications and service problems or issues.
- Able to look at the "big picture" and creatively use all available information.
- Excellent English communication skills, particularly verbal and writing skills. Ability to write in plain language for a variety of audiences.
- Ability to work independently or as part of a team, with a broad spectrum of clients and with people at

all organizational levels.

-Flexibility and the ability to work in an environment with changing priorities, short timelines and scarce resources

- Time management and organizational skills, and the ability to take on multiple projects and tasks and complete in a timely manner.

- Ability to prioritize work and produce quality results, often in short timelines.

- High level of self-management with strong results orientation.

- Political sensitivity and the ability to maintain a neutral and objective approach.

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	
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	

		<p>others to do the same</p> <ul style="list-style-type: none"> • 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 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <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 	
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	
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 	

