

Update

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Current 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, Business Integration, the Training Delivery Analyst is responsible for a leadership role in the quality assurance of application delivery and training for Operations and Client Service Delivery and Training Providers. The Training Delivery Analyst is involved in the provision of the testing and training aspects of application development, maintenance and support. Key responsibilities include providing support for application testing and training, and participating in the provision of testing of application systems to assure quality assurance, developing and providing training on application systems, and providing leadership as required.

Responsibilities

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

Provides leadership for the testing and training of new information systems that support customer requirements and divisional objectives. Responsibilities include:

- Consulting with management and staff on their testing and training requirements.
- Addressing divisional testing and training requirements.
- Providing leadership to system projects for testing management.
- Providing leadership to system projects for training coordination.
- Investigating requirements and providing recommendations on technical alternatives to meet customer testing and training needs.
- Guiding and assisting with the preparation of testing, training, implementation, documentation, and end-user

support activities as appropriate.

- Participating in post-implementation reviews and the preparation of associated reports and recommendations
- Designing and implementing training needs analysis tools and processes. Consulting and collaborating with AHRE training coordinators to evaluate needs.
- Researching pertinent training supports and confirming their currency.
- Designing training materials, tools and trainer guides to meet evolving needs and to ensure consistency in all training sessions.
- Implementing training initiatives when training is identified as a solution to an operational problem.
- Consulting with representatives to plan, implement and manage the training schedule and registration process - including coordinating the delivery of training in various sites throughout the province.
- Identifying the need for electronic applications of training, administration, support tools and databases and collaborating on their creation. May contract with externals to do all or part of this function.
- Supporting internal staff to ensure knowledge and experience base is adequate to meet client needs.

Provide for the ongoing operations, maintenance and enhancement support services for existing systems, and for new systems that are implemented. This will include:

- Ensuring timely, reliable delivery of support services.
- Developing standards, practices, methods and procedures for application testing, including automated testing.
- Developing and maintaining plans and documentation for the testing and training activities of a variety of computer systems of differing technology and complexity.
- Ensuring that all systems changes are tested and implemented in a well-controlled manner.
- Ensuring that the appropriate training is carried out for all systems changes.
- Providing testing activities as appropriate by developing test cases, scripts, defect tracking to ensure the system functional and non-functional requirements effectively address documented business requirements.
- Coordinating and providing training activities as appropriate including the preparation of client user manuals.
- Ensuring that divisional policies and procedures are followed regarding the security and operation of client systems and databases.
- Assisting the Manager, Market & Client Connection in managing competing service demands by working with management to establish service priorities, and then developing service plans and schedules that most appropriately balance overall responsiveness to user needs with effective utilization of staff and resources.
- Responding to divisional program or priority changes as they occur and adjusting plans, assignments, and schedules as required.
- Participating in systems reviews and evaluations, and in the preparation of recommendations to management.
- Promoting awareness of and sensitivity to how all partners work together and impact each other in order to clarify/establish policy guidelines.

Provide assistance to the Manager, Market & Client Connection in other areas as required. This includes:

- Participating in internal and external tasks forces, project teams, or committees for the review or establishment of new technology related policies, procedures, methods or tools.
- Assisting in the recruitment of staff.
- Assisting in the determination of requirements and acquisition of fixed assets, supplies and services for the team.
- Maintaining an awareness and understanding of current and emerging technology products and services.

Completing any related duties as assigned.

Problem Solving

Typical problems solved:

- The Analyst technical expertise and training to help staff and business partners adjust to new or updated technologies.

Types of guidance available for problem solving:

Branch staff and external stakeholders are the main contact regarding guidance to problem solve system training.

Direct or indirect impacts of decisions:

Ensures the successful technical implementation of stakeholder projects by providing detailed support documents (user guides) and by developing and delivering system training to ensure successful implementation of projects.

Key Relationships

Major stakeholders and purpose of interactions:

- Managers and staff across AIT - to design, develop, and maintain training and support documents to meet business needs; provide support and training;
- Department Information Technology and Management staff - as needed to engage on new technologies
- Branch Staff - share information; seek guidance from senior leaders as needed; provide advice and recommendations for improvements to training and support documents
- Post-secondary training institutions (e.g., NAIT) - to support their interactions with the ATOMS operational business system.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Science	Business	Project Mgmt

If other, specify:

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

- Knowledge and solid experience preparing and using test plans and developing test cases.
- Knowledge and solid experience maintaining traceability of test cases to requirements.
- Knowledge and solid experience working in a testing role on medium to large projects.
- Experience with testing tools to support testing (quality control) activities.
- Experience with quality management (defect removal) processes.
- Experience establishing and/or operating the following test phases: Performance Testing and Endurance Testing.
- Experience deriving test cases from use cases, non-functional requirements and design documents.
- Knowledge and solid experience defining and developing training materials.
- Knowledge and solid experience providing user support and training.
- Knowledge in computer based training tools (both automated and manual).
- Experience with delivering training of complex systems to end users.
- Solid interpersonal and communication skills - both written and verbal.
- Solid leadership and project management skills.
- Organizational and time management skills.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process issues: <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 	Identifies new ways to deliver and present system training material by working in teams, gathering feedback form stakeholders and testing solutions with end users.

		for the organization	
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	Vital in the change management process of project delivery. Developing training and support documents along with in person training to both internal and external stakeholders for every information technology change.
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Makes working with a wide range of parties an imperative: <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	Major responsibility is to deliver training and support to meet the needs of internal staff as well external business partners. Point of contact for system training.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Plans according to career goals and regular development: <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	Helps to ensure stakeholders are educated on emerging system changes and processes, supports the development of training materials and documentation, and strives to ensure a complete working knowledge/understanding of key technologies used by the business.

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

Employee Signature

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