# New

Ministry

Service Alberta and Red Tape Reduction

## Describe: Basic Job Details

### Position

Position ID

Position Name (200 character maximum)

Banking Services Program Analyst

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:

The Banking Services Program Analyst supports the delivery, integrity, and continuous improvement of government-wide banking and electronic payment programs within Service Alberta's Shared Services Division. Banking Services provides centralized program oversight, operational guidance, and service delivery support for electronic payments, revenue collection, bank reconciliations, and digital payment platforms used across all ministries.

This position contributes to program outcomes by coordinating daily activities, validating information, supporting ministry clients with operational processes, and escalating issues requiring corrective action. The role also assists with problem identification, issue tracking, and continuous improvement of Banking Services workflows to support effective program administration across government.

Working under the direction of the Team Lead, the Program Analyst collaborates with internal partners, financial institutions, and ministry program areas to resolve operational issues, gather information, and ensure that program standards, procedures, and service levels are met.

The role requires strong analytical thinking, program knowledge, and stakeholder coordination to ensure Banking Services processes meet operational needs, mitigate risk, and enhance service delivery outcomes across government.

## Responsibilities

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

### 1. Provide Program Analysis and Operational Support

- Review and interpret program requirements, policies, and procedures related to Banking Services.

- Analyze client ministry issues and provide recommendations on process improvements, risk mitigation, and alignment with program standards.

- Review transactions for completeness and accuracy and ensure alignment with program guidelines (e.g., payment failures, reconciliation discrepancies, digital platform impacts).

- Monitor daily operational queues and follow up on outstanding items to support continuous workflow.

### 2. Contribute to program improvements and operational change initiatives.

- Collaborate with ministries, Shared Services teams, and system partners (TBF, 1GX COE) to identify operational impacts of new or evolving banking processes.

- Review supporting documents from ministries and stakeholders to confirm compliance with process requirements.

- Provide input into recommended changes to enhance program efficiency and service delivery.

- Participate in testing activities for updated procedures, system changes, or new operational tools.

- Assist in monitoring recurring issues or trends and contribute to recommendations for procedural updates.

- Share feedback on challenges encountered by client ministries.

### 3. Provide client service and operational support to ministry program areas.

- Respond to program inquiries from ministries, clarifying processes, requirements, and next steps.

- Assist ministry staff in understanding program standards for payment replacements, validations, and corrective actions.

- Liaise with internal partners such as Business Partner Management, Accounts Payable, Revenue Services, and the 1GX Centre of Excellence to coordinate resolution of issues.

- Communicate clearly and professionally with program staff to support timely resolution of operational matters.

- Provide guidance on routine issues and escalate matters beyond delegated authority.

### 4. Support reconciliation and reporting activities related to revenue and payment programs.

- Assist with monthly and daily reconciliation tasks by gathering information, reviewing transactions, and preparing supporting documentation.

- Review outstanding items and follow up with ministries to ensure program timelines are met.

- Support preparation of reconciliation summaries and reports for review by the Team Lead.

- Maintain awareness of program timelines, year-end requirements, and procedural expectations.

### 5. Foster Stakeholder Partnerships

- Build relationships with ministry finance units, TBF, financial institutions, and teams across Shared Services.

- Facilitate discussions to resolve operational issues related to payment processing, bank reconciliations, and

digital platform usage.

- Consult with partners to validate program requirements and align operational needs with broader government initiatives.

- Represent Banking Services on cross-ministry working groups and internal committees as required.

## 6. Lead and Support Program Projects

- Participate in projects related to system upgrades, new digital payment solutions, or process redesign.

- Support testing, validation, and rollout of new processes and tools.

- Identify and address operational gaps or implementation issues and escalate as required.

## 7. Respond to Ad Hoc Requests

- Review and respond to action requests, issue escalations, payment investigations, and urgent ministry inquiries.

- Analyze complex issues, clarify requirements, and prepare recommendations.

- Correct misinterpretations of program requirements and provide accurate, timely guidance.

## Problem Solving

Typical problems solved:

The Program Analyst handles complex program and operational issues where root causes may be unclear and solutions require analysis, consultation, and judgment. Examples include:

- analyzing electronic payment failures and determining corrective actions

- assessing reconciliation variances and recommending adjustments

- determining program impacts of new or updated digital payment products

- identifying gaps in ministry practices and advising on solutions

Types of guidance available for problem solving:

Guidance is available from the Team Lead and Business Analysts however, the Program Analyst is expected to exercise independence, apply experience, and coordinate perspectives to develop informed recommendations and solutions.

Direct or indirect impacts of decisions:

Decisions and recommendations directly affect ministry service delivery, accuracy of government payments, reconciliation timelines, audit outcomes, and reputational risk.

## Key Relationships

Major stakeholders and purpose of interactions:

GoA ministries and program staff - to collaborate on issue resolution, improvements, and changes.

Treasury Board and Finance (Banking & Financial Ops) - to address banking system impacts and reconciliation requirements.

1GX Centre of Excellence - to coordinate resolution of system issues and understand processing impacts.

Financial institutions (CIBC, TD, RBC, Citi) - to clarify banking exceptions, failures, or discrepancies.

Vendors and platform providers (as applicable)  - to support issue investigation related to electronic payment or e-commerce transactions.

## 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:

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

- Minimum 1- 2 years of related experience in program delivery, operational analysis, or policy/program support.

Directly related education or experience considered on the basis of:

1 year of education for 1 year of experience; or

1 year of experience for 1 year of education

**Knowledge**

- Strong understanding of GoA program delivery, operational workflows, and service-delivery standards.
- Knowledge of banking and electronic payment processes.
- Understanding of government reconciliation processes, risk management, and financial controls.
- Proficiency with Microsoft Office, data analysis techniques, and large ERP systems (e.g., 1GX).

**Skills and Abilities**

- Strong analytical and problem-solving skills.
- Ability to interpret program impacts and develop recommendations.
- Effective communication and client service skills to support ministry program areas.
- Ability to organize and prioritize work in a high-volume operational environment.
- Ability to build collaborative relationships across ministries and stakeholders.

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level<br>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:<br>• Takes holistic long-term view of challenges and opportunities<br>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives<br>• Works towards actions and plans aligned with APS values<br>• Works with others to identify areas for | |

| | | | |
|---|---|---|---|
| | | collaboration | |
| Creative Problem Solving | ○ ○ ◉ ○ ○ | Engages the community and resources at hand to address issues:<br>• Engages perspective to seek root causes<br>• Finds ways to improve complex systems<br>• Employs resources from other areas to solve problems<br>• Engages others and encourages debate and idea generation to solve problems while addressing risks | |
| Build Collaborative Environments | ○ ◉ ○ ○ ○ | Facilitates open communication and leverages team skill:<br>• Leverages skills and knowledge of others<br>• Genuinely values and learns from others<br>• Facilitates open and respectful conflict resolution<br>• Recognizes and appreciates others | |
| Agility | ○ ◉ ○ ○ ○ | Works in a changing environment and takes initiative to change:<br>• Takes opportunities to improve work processes<br>• Anticipates and adjusts behaviour to change<br>• Remains optimistic, calm and composed in stressful situations<br>• Seeks advice and support to change appropriately<br>• Works creatively within guidelines | |
| Develop Networks | ○ ○ ◉ ○ ○ | Leverages relationships to build input and perspective:<br>• Looks broadly to engage stakeholders<br>• Open to perspectives towards long-term goals<br>• Actively seeks input into change initiatives<br>• Maintains stakeholder relationships | |

| Drive for Results | ○ ○ ◉ ○ ○ | Takes and delegates responsibility for outcomes:<br>• Uses variety of resources to monitor own performance standards<br>• Acknowledges even indirect responsibility<br>• Commits to what is good for Albertans even if not immediately accepted<br>• Reaches goals consistent with APS direction | |
|---|---|---|---|

**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 Signature

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