

Working Title Business Analyst	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Municipal Assessment and Grants, Grants and Education Property Tax (GEPT) Branch/Policy and Strategy Unit	Ministry Municipal Affairs
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Present Classification	Requested Classification
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Cost Centre	
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PURPOSE: Give a brief summary of the job, covering the main responsibilities; the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

This position provides program advisory services and systems thinking to support the evolution of grant delivery business operations. The position will apply or coordinate the application of knowledge and information within the branch to support the development of business requirements, business cases, process documentation, business re-engineering and Requests for Proposals. These duties involve liaising between program area end-users and service providers to implement or coordinate effective and efficient business processes and solutions that are in alignment with the applicable policies, Acts and regulations of the business function that they support.

The Business Analyst also provides advisory services support for the delivery of grant initiatives. The Business Analyst may provide information on grant program systems to Alberta municipalities and the public, and from time to time may visit municipalities to gather feedback and respond to questions about grant programs delivered by the unit.

The Business Analyst interacts with various levels of government staff, vendors, consultants, and municipal administrators, and coordinates and participates on working committees and facilitates task teams. Critical to the position is the ability of the Business Analyst to blend his/her knowledge of grant program delivery processes with critical thinking in order to identify business needs or problems as well as recommend and implement creative and effective solutions. It is also necessary for the incumbent to exercise considerable interpersonal skills while working with various different staff, vendors, and stakeholders.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Provide grant program business expertise and operational analysis for Branch initiatives

Activities

- Analyze evolving grant programs and business initiatives to make recommendations on business processes and operational solutions.
- Prepare supporting automation requirements, identifying business functions for automation.
- Gather, identify and document business/user requirements.
- Conduct business process reviews to evaluate existing business processes for continued efficiency.
- Identify and document operational and business process issues and recommend solutions.
- Analyze and identify re-engineering or process enhancement opportunities.
- Provide support from a business process perspective in formulating business rules.
- Contribute to ensuring that implemented business solutions follow established legislation, policies, guidelines, and business rules.
- Facilitate working groups with other branch staff by providing operational and business expertise.
- Develop and support the development of Requests for Proposals and other change documentation.
- Optimize process workflows and create/update reports to meet business needs.
- Participate in the evaluation of proposals for external business solutions.
- Review business solution designs to ensure that they meet business requirements specifications.
- Evaluate solution deliverables for completeness and adherence to standards.
- Ensure appropriate test data is prepared and results reviewed to accurately reflect user requirements.
- Provide expert advice and mentoring on business process solution development.

End Results

- Proposals and other documents needed to define and address user needs.
- Solid business processes and strategies that facilitate excellence in service and program delivery.
- Program and operational expertise to identify and resolve issues in a timely manner.
- Business solutions that respond to a dynamic change environment.

Support the development and implementation of grant operations and evolution

Activities

- Assess and analyze user requirements and business processes to support the development of appropriate business solutions.
- Facilitate problem solving and root cause analysis.
- As directed, implement and coordinate projects or project components, including the preparation of “Service Request” documentation.
- Create business use case models.
- Prepare and assist with organizational change management with new solutions.
- Coordinate user acceptance testing and follow-up, and provide operational support.
- Perform solution testing to correct and resolve problems and functional defects.
- Identify end users and facilitate grant user access controls through ministry approved security methods.
- Configure solutions to accommodate changing business and business process requirements, and departmental program or priority changes as they occur and adjust plans, assignments, and schedules as required.
- Prepare analyses of options and supported recommendations on externally developed solutions.
- Provide grant program operational expertise to achieve operational excellence and to mitigate potential future issues.
- Liaise with external service providers responsible for migrating the program to a user acceptance environment. Identify and resolve program issues.
- Support compliance with GOA departmental/branch policies, standards, practices, methods, and procedures regarding the security and operation of client systems and databases.

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End Results

- Grant solutions that respond to a dynamic and fast paced environment.
- Solid operational solutions that ensure the timely, reliable, and efficient operation of user-friendly applications that support excellence in service and grant program delivery.
- Program and operational expertise to identify and resolve issues in a timely manner.
- Appropriate data is collected and accurate data is available to internal and external stakeholders.
- Increased accountability through improved reporting and support.

Program Delivery Support

Activities

- Provide expertise to support specific business solutions.
- Coordinate and deliver grant operations end user support and training.
- Write User Manuals for business solutions.
- Provide expert grant operational knowledge and information to all internal and external users.
- Coordinate mechanisms to collect feedback from users, assess user satisfaction, and identify areas for solution/process improvements.
- Respond to written and/or verbal requests for information, advice, or analysis from internal and/or external stakeholders on grant business processes or specific grant programs.
- Conduct background research and analysis and assist in developing options and recommendations on proposed changes to existing programs and/or new grant initiatives.
- Participate in the design and development of grant program materials, including guidelines, grant application forms, and grant processing and grant compliance policies and procedural guidelines.
- Participate in the design and implementation of client feedback mechanisms.
- Consult with the appropriate stakeholders including other units, ministries, municipal associations, and/or municipal representatives to obtain feedback on grant initiatives administered by the unit
- Participate on committees, project teams, and special task groups, as required.

End Results

- Practical and useful grant programs that are responsive to the needs of municipalities.
- Responsive grant programs result in improved working relationships between the province and municipalities.
- Up to date policies, procedures, guidelines and manuals that contribute to compliance with government accountability requirements.
- Improved compliance with grant program conditions and identification and resolution of grant-related problems.
- Trained and informed staff.

Prepare and disseminate statistical information and grant program reports

Activities

- Develop grant program reports of varying complexity to respond to anticipated requests for statistical information. Some reports will incorporate system generated graphs and multiple tables of information.
- Prepare accurate and timely responses to requests for information from municipalities or Senior Management.
- Create complex queries to complete data extractions and perform data analysis and interpretation for branch reporting.
- Ensure timely posting of information to the Department website.

End Results

- Accurate information is collected and distributed on a timely basis.
- Accurate data is available for reporting and analysis.
- Increased accountability and support for new and existing grant programs.

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Context

Legislative – The Business Analyst works within the present legislation and regulations, mainly the *Municipal Government Act*, *Local Government Fiscal Framework Act*, the *Government Organization Act*, and the Municipal Affairs Grants Regulation. The Business Analyst investigates or consults with other branch staff regarding what the present legislation and regulations allow, what if any changes may be required to accommodate a new or modified grant initiative, and how any required legislative or regulation changes can be made. Preparing business rules for grant programs requires a clear understanding of what can and cannot be done with the current legislative framework.

Mandates – Working within municipal and provincial mandates requires communicating with a variety of provincial departments, including Service Alberta, Transportation, Infrastructure, Education, Advanced Education, Environment and Parks, and Culture and Status of Women, and often business solutions must consider an automated coordination process.

Accountability and Practicality – The Grants and Education Property Tax (GEPT) branch is responsible for grant program delivery, and all proposals and recommendations regarding grant programs and special grants must address accountability requirements and delivery issues, as well as policy objectives and stakeholder sensitivities (including provincial sensitivities). This is particularly critical in developing and implementing the policy and procedures for new grant initiatives or modifying existing programs based on program review recommendations.

Background Research and Coordination – This is required to gain an appropriate understanding of issues and knowledge of business solutions adopted by other departments in order to facilitate coordination with other government departments, stakeholders, and external service providers. A high level of organizational and communication skills is important as well as basic research skills.

Innovation and Analysis – Designing grant solutions requires conceptually based and innovative thinking, as well as an in-depth knowledge of the current grant programs. Many activities require careful examination and analysis of documentation and data, problem solving skills and creativity.

Timelines and Timing – Parameters frequently change, volume of activity is very high, and time pressures are an ongoing feature of the work. The Business Analyst must prioritize and organize work and rearrange immediate priorities to best achieve the timelines and objectives specified.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

- Municipal Affairs grant programs, guidelines and policies affect all Alberta municipalities and municipal associations, Metis Settlements, some post-secondary institutions, some professional organizations (like the Alberta Assessors' Association), some non-profit organizations, and all Alberta taxpayers.
- The position is responsible for coordinating the evolution of grant solutions primarily for the GEPT Branch, and on occasion potentially for other units within the Municipal Assessment and Grants (MAG) Division. The position will primarily focus on, but is not limited to the:
 - Municipal Sustainability Initiative;
 - Local Government Fiscal Framework;
 - Alberta Community Partnership;
 - Canada Community-Building Fund;
 - Investing in Canada Infrastructure Program;
 - Grants in Place of Taxes program;
 - Other potential new funding programs;
 - Assessment Shared Environment (ASSET); and
 - Municipal Education Requisitions Online.
- The position participates in the development, review and modification of the grant programs administered by the GEPT Branch.
- The Business Analyst responds to both long-term and ongoing projects and also to a high number of short turnaround

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

activities.

- Coordinates multiple business solutions on an ongoing basis ranging in all sizes, with many initiatives requiring attention concurrently.
- Manages project components from beginning to end (business process analysis and design, development and acceptance test support, end user training and post implementation measurement).
- Analyzes and makes recommendations to management on business issues and production problems in order to meet business requirements.
- There is a critical need for creativity and originality in the development of new grant programs and/or initiatives and in the development of solutions that are unique in each case.
- The incumbent communicates with provincial government departments and agencies, consultants and external service providers as required.
- The incumbent responds to grant system-related inquiries from residents, municipal administrators, and elected officials from any municipality in Alberta as well as municipal association staff.
- Consults and coordinates with various levels of staff in Alberta Municipal Affairs including Senior Managers, professional staff, administrative staff, and service providers.
- Liaises regularly with vendors, as well as staff in Service Alberta and other ministries.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

- Extensive experience with complex grant business solutions.
- Extensive knowledge of business process modeling.
- Extensive knowledge of grant programs, policies, procedures, processing and compliance, and how these factors integrate with the supporting business solutions.
- Extensive knowledge of word processing, spreadsheets, Internet, Microsoft Outlook, presentation software, Visio and graphic tools.
- Extensive knowledge of the Branch's processes and solutions, their inter-relationships and inter-dependencies.
- Extensive knowledge of business analysis techniques and processes.
- In-depth knowledge of change management techniques and processes.
- In-depth knowledge of user manual writing.
- In-depth knowledge of user acceptance testing and user training techniques.
- In-depth knowledge of the Department's accountability policies and practices.
- In-depth knowledge of project management fundamentals.
- Knowledge with Microsoft CRM Dynamics.
- Knowledge of survey tools and design.
- Knowledge of the Municipal Affairs Grants Regulation and the relevant portions of the *Government Organization Act*, *Municipal Government Act*, and the *Local Government Fiscal Framework Act*.
- Knowledge of divisional and departmental goals and objectives, including business plan objectives.
- Knowledge of municipal operations and administration.

Organizational: Work independently or in a team, manage time, organize and schedule meetings, and prioritize tasks to address multiple assignments in an efficient and timely manner. Excellent project management skills and team building skills are required.

Analytical and synthetic: Resolve problems using innovative, interpretative and creative thinking. Ability to integrate conceptual and practical experiences, including knowledge of the grants business in the problem solving process. Synthesize unique solutions that are precedent setting. Ability to evaluate the suitability of designs from a business perspective. Ability to apply detailed data analysis and/or data quality assessment in order to assure data integrity.

Communication: Employ strong listening, verbal, written, facilitation and presentation skills to convey/collect information on a variety of complex issues, in a manner that is concise, clear and easily understood by the audience. Strong negotiation skills to influence situations and persuade people, and motivate.

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Consultation/Facilitation: Consult with business users and stakeholders and/or facilitate sessions regarding work-flow processes and potential operational solutions and document the information collected.

Professional Advisory: Provide advice and clarification on new or existing grant programs or initiatives and the policies and philosophy underlying them to any stakeholders.

Training: Provides in-house training support to business users and develops accompanying training tools and materials to facilitate learning. Strong coaching skills are required.

Negotiation: Be aware of the issues and interests of various stakeholders, and assist in negotiating deliverables that will be acceptable to all parties involved.

Flexibility: Able to participate in a matrix project management organizational structure, in a variety of project teams, and with many stakeholders in complex interrelationships. Flexibility to work after core business hours and the ability to cope with considerable pressure in a demanding, high volume and unpredictable working environment.

Judgement: Strong aptitude to anticipate issues, develops a position, and act independently if appropriate.

Qualifications:

- University graduation in a related field plus 4 years progressively responsible related experience; or equivalent as described below:

Equivalency:

- Directly related experience considered on the basis of 1 year of experience for 1 year of education and/or a Business Analyst Certificate and post-secondary education with an emphasis on business process analysis, database fundamentals, development and administration, management information systems, project management, statistics, and research techniques; or
- Masters degree in a related field plus 2 years related experience.

CONTACTS: The main contacts of this position and the purpose of those contacts.

- Various levels of staff in Alberta Municipal Affairs including Senior Managers, professional staff, and administrative staff.
- Service Alberta staff at various levels.
- Vendors, consultants, and external service providers.
- Other provincial government departments including Service Alberta, Infrastructure, Education, Advanced Education, and Transportation, Environment and Parks, and Culture and Status of Women.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

Not applicable.

CHANGES SINCE LAST CLASSIFICATION REVIEW: This section is not required to be completed if the job description is being written for the conversion to PREP. It should be completed for any subsequent classification requests under PREP.

None.

