Update

Ministry

Advanced Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Digital Analyst

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Primary and secondary research, systems leadership.

Job Purpose and Organizational Context

Why the job exists:

This position serves as Digital Analyst for various digital initiatives across the department and supports the department's intake process for developing and maintaining a digital investment road-map. The position is responsible for supporting the Manager of Digital Strategy with identifying and documenting business requirements, system architecture, and business processes to inform digital opportunities in alignment with department goals and to

support system maintenance and enhancement needs.

Responsibilities

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

Intake: Participate in the assessment of digital opportunities, through an intake process, to inform a strategic digital road-map for the department.

- Work with the Manager of Digital Strategy and staff across the department to accurately document digital opportunities.

- Work with teams in Technology and Innovation to align the prioritization of business needs with development cycles.

- Work with technical and design staff from the ministry of Technology and Innovation to translate and document business needs into delivery opportunities.

- Maintain the department's digital road-map to support communication regarding the sequencing of digital delivery opportunities in alignment with department priorities.

Technical documentation: Support digital and program teams with technical documentation.

- Work with designers, system maintenance vendors, and program staff to capture known business requirements of new and existing systems to provide detailed requirements used in both development and testing processes.

- Work with developers to create documentation for software projects that allows other teams to easily interact with existing tools and services.

Maintain records of existing digital systems and assets for the department:

- Work with technical teams, other business areas, and third party vendors to capture and maintain conceptual views of assets under the AE portfolio.

- Maintain documentation related to the lifespan and health of digital systems across the department.

Evaluation: Develop and maintain a working methodology for data analytics in collaboration with the Manager, Digital Strategy and the Manager, Digital Delivery.

- Compile data from identified data sources, and use evaluation frameworks to analyze whether services are achieving identified outcomes.

- Report back on short-term goals, such as fixing errors or adjusting design based on usability issues, to inform constant, iterative improvements of services.

- Summarize evaluation findings on medium- and long-term goals, such as improved user experience and usefulness of services, in order to support design decision-making and inform product team priorities.

Problem Solving

Typical problems solved:

- Working across complex systems to understand and communicate with others.

- Working with multiple teams, vendors, and stakeholders to document a source of truth for existing systems.

Types of guidance available for problem solving:

- Support and guidance from both the Manager, Digital Strategy (direct Supervisor) and from the Manager, Digital Delivery. - Support and guidance from Director, Digital Transformation. - Guidance from Digital Service Teams and contractors developing and maintaining digital services. - Conferring with or interviewing AE colleagues to better understand their business processes. - Networking with other professionals in similar fields, both internal and external to the GOA.

Direct or indirect impacts of decisions:

- AE Digital service teams benefit from accurate information about business needs, systems and tools. Documentation creates more reliable and easier to use systems for both AE digital service teams creating them and the stakeholders using them. - Senior leadership benefits from measurement and analysis of services to support planning decisions. - Department staff have a clear understanding of the digital road-map for AE and access to a consistent process to inform the roadmap.

Key Relationships

Major stakeholders and purpose of interactions:

- Daily interactions with department staff for a variety of purposes, ultimately related to service design, development, and transformation, - Daily/weekly interactions with the Manger of Digital Strategy for supervisory purposes and providing clarification and direction as needed, - Regular interactions with the Director, Digital Transformation, for organizational and unit-specific information and direction, - Interactions as needed with external stakeholders, such as post-secondary providers, learner groups, industry, and the wider public, to support the evaluation of current systems.

Required Education, Experience and Technical Competencies

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

If other, specify:

University degree could be in a related faculty such as business, science, communications, etc.

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

Experience and knowledge in research and analysis, data analytics, evaluation, technical writing.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ◉ ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options	Understands the overall needs and competing priorities by seeking inputs from multiple parties. Uses conceptual models to describe how complex systems work together,

		• Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	current and future.
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	The role requires working with many stakeholders across a complex portfolio to establish shared understanding of both business needs and technical solutions.
Agility	○ ◉ ○ ○ ○	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	The role will require to adapt to changing priorities in order to maintain tools to communicate the concepts used to make informed decisions.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Business Analyst, Mineral Development (Benchmark # 023PS70)