New

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Digital Solutions Analyst

Requested Class

Program Services 3

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Strategic Services, Modernization Office, ST

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 SCSS Modernization Office is responsible for the modernization and transformation of SCSS programs and services to deliver simpler, faster and more cost-effective services that better meet the needs of Albertans, staff, service delivery partners and others. The office is an integral part of the SCSS Service Transformation to enable the SCSS Digital Road map and vision "SCSS will provide simple, modern and accessible digital services that empower Albertans to achieve their goals."

The Digital Solutions Analyst assumes the role of "Implementation Lead" of digital services and is a key resource with operational responsibility for implementing the digital services. The analyst works day to day with the Product Owner and product team and has a matrix reporting structure, reporting to the Manager of Digital Solutions and to the Director, Service Transformation on specific products or projects focusing on developing a digital service to meet the specific business and user needs e.g. an online application for a program.

For each service an Executive Director is assigned business ownership (Product Business Owner) and a director or manager assigned program responsibility for the operationalization of the development of the product (Program Lead). The analyst is the Modernization Office resource who partners with these key business leaders to understand the need of the program for implementing the digital services and

collaborate with product team to implement the service to the end users.

Reporting to the Manager, Digital Solutions, a critical responsibility of this position is to maintain effective working relationships within the ministry, across government departments, with other levels of government, as well as external business interest groups to design and deliver effective solutions.

Responsibilities

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

1. Provide support to SCSS by working in conjunction with business program leaders, product owners, and the core product team, to provide successful implementation of digital services and to ensure alignment of projects and initiatives to the Ministry's goals and objectives.

- Profile the current operational processes and procedures including performance issues, interdependent processes, process inputs and outputs, and levels of systems access. Document and model existing processes in an appropriate format including process maps, requirements, business rules, and workflow descriptions.

- Identify and document key business drivers, strategies, and requirements that affect service delivery. Collect data to identify process level disconnects, gaps, weakness points and root cause problems. Document the results of the analysis in an appropriate format to facilitate communication with process owners and stakeholders.

- Support the design of future state processes to ensure that client and program needs are met. Document and model future state processes in an appropriate format including process maps, roles and responsibilities of process participants, business and functional requirements, and develop metrics that provide data for process management to facilitate continuous improvement.

- Identify organizational and business process impacts expected to result from the migration from existing processes to a digital environment.

- Facilitate the identification of implementation activities and lead the development of an implementation plan including timeframes and effort required to achieve the desired future state. Identify the need for and completion of Security, Threat, Risk Assessment (STRA) and Privacy Impact Assessments (PIA) and/or legal reviews, as required.

- Assist in the implementation of an approved future state implementation strategy in a timely manner. Support the organizational changes arising from SCSS Digital service redesign efforts.

- Maintain a strong linkage with program and delivery subject matter experts and other key business stakeholders. Provide consultation, advice and/or training on the use of re-engineering techniques to improve process performance and client service delivery.

- Identify, research and incorporate applicable governing policies and regulations (e.g. Agreement on Internal Trade, Public Service Act, Financial Administration Act, FOIP, HIA, etc.) and develop processes within these frameworks

2. Provide analytical and business support to ministry projects and initiatives in the form of research, statistical and financial analysis, and business and IT planning, feasibility studies, requirements analysis and business case development.

- Provide expertise and support for the identification, development, implementation, and ongoing enhancement of strategic business opportunities that support the Ministry mandate.

- Understand the business needs and goals of the business areas and support the development and

design of business solutions to simplify, improve, automate and/or implement business operations.

- Assess proposed business opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.

- Develop proposals in response to identified needs, including ROI analysis.

- Identify, research and incorporate applicable governing policies and regulations (e.g. GAEA, Agreement on Internal Trade, Public Service Act, Financial Administration Act, FOIP, HIA, etc.) and develop processes within these frameworks

- Review existing policies and direction to ensure they are consistent with the intended direction of specific initiatives and projects; recommend new or enhanced policies where required.

- Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.

- Define business requirements by facilitating focus groups or requirements identification working sessions.

- Translate business requirements into detailed user stories for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.

3. Project Management Support - coordinate project activities to support project management from inception to completion.

- Coordinate development and ongoing management of project schedule plans, strategies and resource requirements.

- Monitor work plans for completion of project tasks.

- Review and assist with project management documentation (issues, changes, and risks) and providing feedback.

- Lead working groups and/or participate on department committees, project teams, as required.

- Communicate team progress to all levels in the Modernization Office branch.

- Provide status reporting to Manager as required.

- Communicate and escalate risk and issues to Manager.

- Develop post implementation review strategies and participate in project outcome measurements activities.

4. Transition Management - Manage the organizational changes from enabling technology and business process re-engineering.

- Coordinate the development and implementation of a communications plan for projects

- Develop training strategies, plans, and materials

- Design, deliver and develop quality presentations to multiple user groups and audiences

- Develop quality assurance processes to ensure data integrity and compliance with policies and procedures

- Support the design and facilitate change management activities to ready users for the new business

processes and tools

5. Coordinate and conduct activities that support Ministry, Division and Branch initiatives, ensuring alignment with core business goals and objectives.

- Participate on divisional/ministry initiatives that impact business solutions, as required.

- Support the development of business plans to ensure alignment of business direction with emergent IT architecture and/or process re-engineering efforts, and add value to business operations by identifying opportunities and alternatives that support achievement of business goals.

- Provide business information expertise and support, including quality business planning and evaluation assistance and project management.

- Provide input on the most suitable approach to be used in the development of applicable programs and projects, ensuring business objectives are achieved. Recommendations may include details of resource requirements, project dependencies, interdependencies, policy implications and the methodology to be applied.

Ensure those impacted by business and technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.

Problem Solving

Typical problems solved:

1. Process and service inefficiencies - working with the business owners and product team, analysts look to solve process and service inefficiencies of the delivery programs within the Ministry. Analysts identify business problems by process mapping and work with the product team to offer digital solutions.
2. Change management - solving the problem of ensuring that all relevant stakeholders are informed and ready for proposed changes. To ensure successful implementation of the products/projects, analysts engage with these stakeholders and provide them with the tools they need to be successful. This includes communication, support model and training.
3. Evaluate success of product/project - determine and measure the value of the product/project through data collection and analysis. Analysts evaluate information collected and communicate findings to the project team and decision makers.
4. Resolving how to ensure legislative, regulatory and legal requirements are understood and reflected in the solution.

Types of guidance available for problem solving:

Digital Solutions managers act as a resource and support in problem solving; analysts are available to each other in areas where have more experience; training consultants, economist, data analysts are also available.

Direct or indirect impacts of decisions:

The success of the digital services is highly dependent on the successful completion of all aspects of the analyst role in terms of training, reporting, meeting security and privacy requirements, communication.

Key Relationships

Major stakeholders and purpose of interactions:

Position works directly with the digital team; the Modernization Office within the Strategic Services division; the Employment and the Financial Services division; the Disability Services division; the Preventive Community Services division, Strategic Services divisions, including operational SME's, program staff, program Director's (Program Leads) and program Executive Directors (Product Business Owners); Service Alberta; Technology and Innovation, service delivery partners (contracted agencies, non-profit/not for profit agencies, other Ministries, municipal and federal organizations); and Albertans to capture, design, develop, test and modify new systems and custom applications on a routine basis.

Daily contact is required with:

· Manager of Digital Solutions
· Director of ServiceTransformation
· Program Director (Program Lead)
· Product Owner
· Program SME
· Digital Product Team Content Designer/Software Programmer
· Digital Delivery and Innovation

Routine interaction may be required with:
· Program Executive Director (Product Business Owner)
· Executive Director, Modernization Office
· ADMs and EDs on the Product Sponsor Table
· SCSS Executive Team
· Community Agencies
· Privacy Office
· Freedom of Information and Protection of Privacy (FOIP) Office

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Education:

- University degree in social sciences, business, economics or related field and several years of related experience or an equivalent combination of education and experience

Knowledge:

The Digital Solutions Analyst role requires sound business process, re-engineering knowledge, combined with well-developed skills and knowledge of the technical components, tools and processes. The Business Analyst must have demonstrated knowledge in:

- Ministry business plan and objectives

- Ministry governing legislation, policies and related business applications that support the ministry activities

- Change management, systems development and information management methodologies

- Project planning best practices, processes and procedures

- Business process and requirements development methodologies

- Discovering, refining, prioritizing and scoping requirements

- System development life cycle using agile methodologies and information technology best practices

- Facilitating and leading workshops

- Systems thinking and design

Experience:

- Demonstrated project planning, monitoring and management experience

- Ability to research issues accurately to identify and solve problems

- Ability to positively influence, negotiate and obtain commitment from others

- Ability to recognize and deal accordingly with potential political issues

- Ability to interpret legislation and internal regulations

Competencies:

- Excellent communication skills, both written and oral, including strong presentation skills

- Strong MS Office, Visio, SharePoint software skills, including MS Project

- Strong analytical ability, data interpretation and problem-solving skills

- Strong interpersonal skills with a focus on customer service

- Well-developed leadership skills

- High level of motivation, creativity and initiative

- Strategic perspective - ability to identify the outcomes and impacts

- Ability to function under pressure on several products simultaneously and to meet deadlines

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
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	Success in this position will require working with various partners within a complex service delivery environment comprising the digital team; the Modernization Office within the Strategic Services division; the Employment and the Financial Services division; the Disability Services division; the Preventive Community Services division, including operational SME's, program staff, program Director's (Program Leads) and program Executive Directors (Product Business Owners); Service Alberta; service delivery partners (contracted agencies, non-profit/not for profit agencies, other Ministries, municipal and

			federal organizations); and Albertans
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	Success in this position will require the Digital Solutions Analyst to navigate a complex service delivery environment comprising of multiple partner organization each managing diverse and competing priorities when delivering on business transformation opportunities, requiring proactive anticipation of roadblocks and challenges related to digital product implementation activities such as training, support models, communications, and evaluation and identifying alternatives and options to overcome these roadblocks and challenges as they arise.
Creative Problem Solving	○ ◉ ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	Success in this position requires the Digital Solutions Analyst taking ownership of the implementation work for each digital solution product by participating in all stages of product development and quickly identifying and translating product team needs into concrete implementation activities ensuring effective and timely delivery of activities in each work stream.
Drive for Results	○ ◉ ○ ○ ○	Works to exceed goals and partner with others to achieve objectives: • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations	Success in this position requires the Digital Solutions Analyst to proactively work with a group of stakeholders and service delivery partners in facilitating planning of implementation work, taking full accountability for the successful delivery of these

			implementation activities.