Government of Alberta ■

Working Title	Name
Business Analyst (PS3)	

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
			Justice

Present Class	Requested Class

Dept ID	Program Code	Project Code (if applicable)

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 Non-Management Job Description Writing Guide **Pages 7-8**).

The Operations and Strategic Support Office (OSSO) is a multi-disciplined branch within the Alberta Crown Prosecution Service (ACPS) of Alberta Justice. Business Analysis is a discipline and includes the framework for improving and redesigning the organization's approach to providing programs and services. Business analysis is a practice area that provides key expertise, to any client within the Ministry, relating to the planning and execution of projects. Expertise consists of training, guidance and mentoring, advice, assistance, methodologies, tools and templates, all of which are designed to improve the Ministry's capability and capacity to successfully complete projects.

As a member of the Business Analysis team, reporting directly to the Manager of Strategic Initiatives and Reporting, the Business Analyst (BA) is responsible for:
- Liaising with key stakeholders;
- Provide a range of business analysis services for internal and external stakeholders;
- Leading, participating and contributing to projects, managing their work, applying premium service delivery; enabling/achieving business priorities,
- Providing training and operational support to applications specific to ACPS, and;
- Contributing to the success of the Strategy and Innovation Unit.

This position will play a lead role in the evaluation of the organization's current systems and processes. In addition, they will work with project teams and business units to analyze business needs, then recommend and develop and propose solutions to address their business challenges.

The Business Analyst (BA) will work with the BA team to select the appropriate business analysis approach for any Business Analysis project. The BA displays and maintains awareness to current industry and organizational trends, standards and disciplines being used to deliver new or enhanced business analysis approaches to solutions.

Working with a team of supportive and dedicated professionals, the incumbent will provide a diverse range of services that support business modelling which includes, risk management, business process improvement, and training.

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 3-6 activities should be described (see Writing Guide **Pages 9-10**).

Participate in the OSSO activities.
- Contribute to the BA planning and priority setting activities;
- Liaising with the Project Support Office in order to contribute to framework and template development by researching and documenting best practices;
- Provide open communication with the other teams within OSSO;
- Participate in successful development of project deliverables; and

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- Provide consultative, advisory and research support to the organization on principles and best practices associated with business analysis, business process reviews, requirements, training, and quality.

Provide services related to business analysis and business process reengineering, best practices, business rules, data requirements, workflows and supporting system processes.
- Apply sound analysis, best business practices to solve a wide variety of stakeholder problems.
- Use expertise in plan-driven and change-driven approaches and work with teams to select approaches that best fit initiative needs.
- Ability to determine when and how to modify a selected approach as necessary in order to apply an appropriate level of rigor and best meet the needs of the area of analysis.
- Create and sustain positive working relationships with diverse stakeholders inside and outside the ministry by leading and participating in frequent working groups, committees, consortiums and partnerships to minimize duplication, and produce and develop the best possible solutions and products for everyone.
- Evaluates at a holistic view as it pertains to Ministry goals, not just the view of the IT domain, vendor domain, or just the business unit domain but GOA as an organization.
- Ability to manage expectations and outcomes of various working groups.
- Manages stakeholder engagement and logistics for any aspect of elicitation and gathering of requirements.
- Provide guidance in visualizing the future, stimulating new ideas, and fostering an environment that is conducive to thinking outside the box.
- Performs problem tracking, risk analysis, root cause analysis to help lead and influence project teams to follow a structured approach to projects.
- Manage requirements through the development of a Traceability Matrix; develop and manage Use Cases and User Stories utilizing experience and knowledge of the IIBA BABOK Methodology.
- Provide feedback on solution specification documents and have the ability to communicate them to the business when required.
- Develop user acceptance testing plans, assist in refining requirements into technical requirements and quality assurance planning.

Confirm accuracy of comprehensive current and future state process maps that will encompass the requirements for any projects.
- Participate in process mapping and business reengineering in order to give the expertise and summarize the issues, challenges and problems associated with continuing to do business within the current business and technical environment.
- Drive out efficiencies and opportunities for process standardization and business innovation.
- Facilitate working groups and engage active participation, observation and discussion through numerous techniques to ensure accurate results are documented and understood by project teams and stakeholders.
- Write clear and complete project documentation that can easily be presented to all areas of the organization. (Business Groups to Executives).
- Develop and manage future state process maps, requirements, user stories and use cases for projects to ensure projects are consistent, of good quality and drive out future analysis and impacts to the organization.
- Develops Functional Decomposition models for business processes, functional areas, or deliverables into their component parts and allow each part to be analyzed independently.

Create and sustain positive working relationships with diverse stakeholders, monitors trends and leading practices to inform decision-making and strategy development.
- 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.
- Develops work plans, ensuring accurate and appropriate inclusion of deliverables, milestones, resources, inter-project dependencies, policy implications and progress reporting while participating in multiple-concurrent projects.

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- Manage user groups when performing business analysis to ensure the project activities demonstrates business value in the most continuous effective way possible using best practices and methodologies from a Ministry perspective.
- Displays and maintains an awareness relating to current enterprise architecture and organizational process to ensure all areas impacted have adequate/appropriate stakeholder representation.
- Has the ability to present information in a way that minimizes conflict and controversy while managing expectations and outcomes of the working groups.
- Is able to be effective at defining and solving problems in order to ensure that the real, underlying problem is understood and those solutions actually address that problem and are clearly understood by all parties.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide **Pages 11-12**).

The Operations and Strategic Support Office promotes excellence in prosecutions by providing specialized support, information, and timely services to the ACPS, the Ministry, and its partners. This includes project management, business planning, enterprise risk management, research, evaluation, business intelligence (BI) compilation and analysis, Action Request management, information technology, budget management, workforce planning, accommodation, witness and staff security, emergency planning, and business continuity. The Branch also collaborates with other justice system stakeholders to promote the strategic direction of the ACPS and to manage/mitigate emerging issues.

- Working with other area within the branch, the business analyst contributes directly to the client decisions by providing expert analysis, innovative and creative thinking, and recommendations/options.
- The business analyst assists in conducting complex analysis and recommendations on process improvement solutions to senior management. Business Process Reviews may identify opportunities that may impact mission critical processes central to the department's core business functions.
- The business analyst must interact with multiple stakeholders from various professional backgrounds, both internal and external to the division, including operational staff, contract staff, executive management, and judiciary staff.
- Support initiatives vary in criticality and range from small to large scale projects that can span multiple years.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide **Pages 12-14**).

- Experience in project planning, executing and managing deliverable-based projects with strong interpersonal skills with an ability to develop cooperation amongst others and manage expectations with a diverse group of stakeholders.
- Overall knowledge of Ministry programs and services, process and the flow of matters through the court, justice and legal systems, in particular emphasis on business process improvement and redesign.
- Forward thinking skills, quick decision making and problem-solving skills, along with strong project and business management skills.
- Strong oral and written communication skills and drafting abilities necessary in discussing issues with stakeholders, staff, judiciary, and assisting vendor resources in understanding business process and requirements.
- Strong knowledge of change management, quality assurance, information management and implementation planning and integration activities.
- Well-developed skills and the ability to positively influence, negotiate and to obtain commitment of others.
- The ability to recognize potential political issues that may impact or influence project deliverables or outcomes.

Strong knowledge of computers and various software plus:
- Experience with process modeling techniques and methodologies.

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- Experience with all aspects of Requirements Management, with proven ability to oversee this process.
- Strong knowledge of Microsoft Office Suite including Word, Excel, and PowerPoint.
- Working knowledge of Visio or other modeling tools.
- Working knowledge of Microsoft SharePoint and Microsoft OneNote.

Education and Experience:
- Completed or enrolled in a Business Analysis certification program from an accredited learning institute.
- 4 years of experience as a business analyst.
- Possesses strong innovative research and data collection methodologies, and the ability to anticipate needs and proactively gather information and report on analysis to ministry executives, stakeholders and staff.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide **Pages 14-15**).

Clients	Frequency	Nature and Purpose of Contact
Internal OSSO Practice Area Leads and Teams Business Analysts	Daily	To work collaboratively on tasks and projects
Director, Support Services	Daily	For review and collaboration on BA Activities
ACPS Leadership Team	As Needed	For review and collaboration on project Activities
Department Staff • Court Staff • Prosecution Staff • Justice Staff • Ministry CIO • Assistant Deputy Ministers, Directors, Senior Managers	As needed	When facilitating working sessions, providing Business Analysis services. When attending project meetings.
External		
Industry Stakeholders including law enforcement stakeholders	As Needed	When facilitating working sessions, providing Business Analysis Services for projects.
Vendors and Consultants	As Needed	As a committee member representing the Department of Justice and Solicitor General in bringing our needs as well as disseminating GOA decisions to the Department staff where it directly or indirectly affects their activities.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide **Page 15**)

N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide **Pages 15-16**).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide **Page 17**).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

Name	Signature	Date

Manager

Name	Signature	Date

Division Director/ADM

Name	Signature	Date