

New

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Analyst

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The Business Analyst at the Legal Services Division, Government of Alberta, serves a pivotal role in enhancing the operational effectiveness and service delivery across the division. This position is responsible for analyzing and integrating business management solutions for legal eDiscovery, case, time, and document management systems to meet the dynamic needs of all Legal Services teams. Through strategic IT advancements and project leadership, the Business Analyst ensures that these systems and processes are continuously developed and aligned with divisional and organizational goals, significantly impacting the quality and efficiency of legal services provided

Responsibilities

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

1. Application Support and Consulting

- End Result: Enhance application functionality to meet Division needs.
- Activities:
 - Consult with divisional staff to ascertain business requirements and operational challenges.
 - Liaise with external service providers to explore potential enhancements and ensure applications meet divisional needs.
 - Analyze and streamline business processes across teams to integrate common application features that enhance legal service delivery.

- Develop and maintain relevant business processes and support documentation.
- Deliver application training and create ongoing release documentation.
- Assist with acceptance testing and provide guidance to ensure business area needs are met.
- Coordinate software upgrades and environmental testing.

2. Documentation and System Implementation Support

● End Result: Efficient system implementation and documentation management.

● Activities:

- Collaborate with solution providers / Vendors to ensure successful system implementations.
- Manage communication and resolution of escalated service requests.
- Develop necessary documentation for new service contracts and product purchases.

3. Legal Case Management Time Recording Analysis and Reporting

● End Result: Provide accurate and timely reports to management, enhancing decision-making.

● Activities:

- Generate regular client reports (weekly, monthly, annually) and ad-hoc system reports.
- Consult with directors to develop technology solutions that streamline reporting and adapt to organizational changes.
- Offer ongoing training and support on the information systems to ensure compliance with time entry deadlines.
- Maintain data integrity and update systems to reflect new reporting structures post-government reorganization.
- Provide direct support to lawyers, and support staff, to manage their legal files effectively.

4. Strategic Planning and Business Process Enhancement

● End Result: Strengthen business operations through strategic planning and process improvements.

● Activities:

- Participate in the strategic planning of the business unit, helping to define vision, mission, goals, and objectives.
- Facilitate and document project status meetings to keep track of progress and alignments.
- Develop and recommend internal policies, standards, and methods to enhance operational efficiency.
- Engage in employee performance reviews and contract processes to ensure alignment with division goals.
- Mentor and coach internal and external stakeholders to foster skill development and knowledge sharing.

5. Business Process Review and IT Alignment

● End Result: Align IT projects with business needs and corporate priorities.

● Activities:

- Identify opportunities for business process re-engineering to enhance efficiency and effectiveness.
- Facilitate working sessions to gather and process information, ensuring stakeholder buy-in.
- Recommend optimal business processes and system designs after evaluating alternatives.
- Apply business process modeling to identify and implement improvements, ensuring organizational effectiveness.

6. Project Management and Training Support

● End Result: Deliver projects and training effectively, adhering to PM standards and methodologies.

● Activities:

- Define project scopes and develop approaches to meet objectives within PM standards.
- Coordinate stakeholder activities and resources to execute project plans efficiently.
- Monitor and evaluate project progress, providing updates and recommendations to ensure goals are met.
- Develop and implement a comprehensive training plan for system developments, including creating and delivering training materials to end-users.

○ These responsibilities and activities ensure that the Business Analyst contributes significantly to the Legal Services Division by improving systems, processes, and operational effectiveness, ultimately supporting the delivery of superior

legal services within the Government of Alberta.

Problem Solving

Typical problems solved:

The Analyst is tasked with understanding the unique operational needs of different units within the division and applying this knowledge to improve legal service delivery through technology. This involves navigating the complexities of various applications for Case, Time and Record Management Systems, Litigation eDiscovery, Precedent Knowledge Banks and Legislative Systems, identifying how they can be optimized or need modifications to better serve the division.

The Business Analyst leads and executes multiple projects, such as business process reviews, post-implementation reviews, RFI's, RFP's, and quality assurance checks. Each project requires end-to-end management of business cases, quality, and risk elements, ensuring that deliverables meet or exceed expected standards and timelines.

This role is central to fostering technological advancements and process efficiencies within the Legal Services Division, making it a cornerstone of the division's ability to adapt and thrive in a changing legal environment.

Types of guidance available for problem solving:

Creativity is required to devise effective training strategies and change management approaches that encourage adoption and optimize the use of new systems and processes. The ability to tailor these strategies to diverse teams within the division enhances user competence and system effectiveness.

The role involves managing unexpected challenges such as scope creep, changed requirements, or missed deadlines in critical projects. The Analyst must quickly identify issues, assess their potential impacts, and work collaboratively with stakeholders to devise solutions or make necessary adjustments to project plans.

Direct or indirect impacts of decisions:

As an expert user and advisor, the Business Analyst makes informed recommendations on application enhancements and business process improvements. These decisions require a deep understanding of both the technology and the legal framework within which the division operates.

Decisions made by the Analyst significantly influence the division's ability to leverage technology in legal service delivery, impacting the quality and efficiency of services provided to the Government of Alberta.

Key Relationships

Major stakeholders and purpose of interactions:

Internally, the Analyst's work impacts all units within the Legal Services Division by enhancing their operational efficiency and service delivery through improved technology use and process optimization.

Externally, the position interacts with a range of stakeholders including application service providers, other business units, and senior management across the GoA. These interactions are crucial for aligning division technology use with broader governmental frameworks and ensuring that system implementations meet the specialized needs of the legal services.

The role also requires engaging with various levels of organizational hierarchies, from line staff to senior management, necessitating effective communication and stakeholder management skills.

Required Education, Experience and Technical Competencies

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

If other, specify:

At least two years of progressively responsible experience in a related area. An equivalent combination of

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

Business Analyst training is highly desirable or Certification in Project Management (e.g., PMI)

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>In the role of Business Analyst, systems thinking is crucial for understanding the complex interplay between various legal service processes and technology systems. This individual consistently seeks insights into the implications of various options, analyzing long-term outcomes to ensure alignment with organizational goals and values. By identifying potential unintended consequences, the Business Analyst strategically mitigates risks, ensuring that enhancements to business processes and IT systems contribute to the division's overarching objectives.</p>
Creative Problem Solving	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Is presented with a high level business problem and needs to be able to break it down into component parts to be able to identify solutions. Needs to be open to other's perspectives and contribute ideas that are within policy but also needs to be able to present perspective on other's solutions that may not comply. Need to be able to work creatively within guidelines.</p>

Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>The Business Analyst excels in developing and maintaining robust networks by identifying and nurturing key stakeholder relationships within and beyond the Legal Services Division. They maintain regular contact with a diverse range of interested parties, including internal teams, government officials, and external service providers, ensuring that the varied needs and expectations of these groups are understood and addressed. Through effective communication techniques, the Analyst influences and aligns stakeholder groups, facilitating collaboration and integration that support divisional and organizational objectives.</p>
Agility	○ ● ○ ○ ○	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • 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 	<p>In the dynamic environment of the Legal Services Division, the Business Analyst demonstrates exceptional agility by proactively seeking and capitalizing on opportunities to improve workflows and systems. They anticipate changes and adeptly adjust their strategies and behaviors, maintaining optimism and composure even under stress. Committed to effective adaptation, the Analyst actively seeks advice and collaborates creatively within established guidelines to ensure continuous enhancement of service delivery and operational efficiency.</p>

Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Seeks out learning and knowledge-sharing opportunities: <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	The Business Analyst is committed to personal and team development, continuously seeking learning opportunities to stay current with industry trends and best practices. They regularly reflect on their own performance to identify areas for growth, and proactively share their insights and knowledge with the team, enhancing collective expertise. Additionally, the Analyst actively mentors and coaches direct reports and colleagues, fostering a culture of continuous improvement and knowledge sharing within the Legal Services Division.
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