

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Analyst (BA)

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Data, Privacy & Innovation Division, ECM, Forms

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 Forms and Technical Services Unit is a key enabler of the Government of Alberta's (GoA) digital modernization strategy. As part of Enterprise Content Management, the unit supports divisional priorities by advancing the shift toward intelligent, accessible, and streamlined digital services.

Reporting to the Forms Management Team Lead, the Business Analyst (BA) plays a strategic role in supporting the GoA's Red Tape Reduction initiative. Leveraging AI-powered tools and data analytics, the BA evaluates and optimizes business processes to ensure that all forms meet Web Content Accessibility Guidelines (WCAG), enhancing usability and inclusivity for all Albertans.

The BA is responsible for maintaining the integrity of GoA-wide design standards, fostering compliance, and monitoring performance throughout the forms Lifecycle. By applying machine learning insights and automation where appropriate, the BA helps accelerate form development and improve quality assurance.

As a core member of a center of excellence in forms management, the BA collaborates with a team of analysts and the Data Innovation Specialist to deliver high-impact forms services. These services are designed to simplify operations, reduce administrative burden, and improve digital access to government programs.

Each forms solution is informed by a thorough analysis of program objectives, user demographics, and operational constraints. AI-assisted modeling and predictive analytics are increasingly used to anticipate user needs and guide design decisions. Form changes are driven by policy updates, program shifts, and strategic business decisions, requiring the BA to maintain a strong understanding of government directives including FOIP, security classifications, visual identity standards, accessibility protocols, and red tape reduction policies.

Through the strategic application of AI, advanced technologies, and data-informed approaches the BA ensures that GoA forms are not only compliant and efficient, but also adaptive to the evolving needs of Albertans in a digital-first environment.

Responsibilities

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

1. Lead the Development of Innovative and Accessible Forms

- Champion the design and delivery of intelligent, user-centric forms that align with government program objectives and client needs.
- Evaluate and recommend advanced electronic forms technologies, including AI-enhanced platforms, to optimize user experience and data capture.
- Assess client systems and business requirements, ensuring cross-functional collaboration and stakeholder engagement throughout planning and implementation.
- Develop and manage project plans, coordinating deliverables through structured communication, agile methodologies, and digital documentation tools.
- Partner with the Data Innovation Specialists to integrate smart design and functionality features that enhance data collection, processing, and storage—leveraging automation and predictive analytics to improve operational efficiency.
- Provide subject matter expertise in forms technologies and actively contribute to the Software Development Life Cycle (SDLC), including testing and validation phases.

2. Modernize Existing Forms to Reflect Organizational Change

- Ensure all forms comply with GoA policies, design standards, and data collection protocols, incorporating accessibility and digital governance principles.
- Monitor and report on process changes across ministries, facilitating awareness and alignment in form design practices.
- Analyze the impact of legislative and regulatory changes (e.g., court forms) on data lifecycle management—ensuring compliance with FOIP, retention, and access standards.
- Maintain awareness of administrative and legal updates, enabling timely revisions to public-facing forms and ensuring responsiveness to evolving requirements.

3. Deliver Projects on Time and to Specification

- Manage multiple concurrent projects, ensuring alignment with client business rules, timelines, and strategic objectives.
- Evaluate proposed delivery mechanisms and design criteria using AI-assisted modeling and user behavior analytics.
- Conduct rigorous quality assurance and licensing reviews prior to client approval and publication.
- Collaborate with the Data Innovation Specialists to ensure technical requirements are clearly documented, understood, and implemented effectively.

4. Address and Mitigate Technical Challenges

- Maintain comprehensive project documentation using digital content management best practices.
- Foster a collaborative team environment by contributing to a unified framework for work processes and knowledge sharing.
- Utilize centralized systems (e.g., CRM, BERNIE) to track project status, client communications, and documentation. Ensure timely resolution of BERNIE tickets.
- Promote awareness and training in emerging forms technologies, AI applications, and business analysis tools to maintain relevance and effectiveness.
- Lead User Acceptance Testing (UAT) for electronic applications, ensuring compatibility with GoA

standards. Utilizing AI to develop training materials and tutorials.

- Conduct client-facing testing sessions.

5. Enhance Efficiency in Information Collection and Digital Storage

- Ensure digital availability of forms to internal and external clients, in compliance with applicable regulations and standards.
- Advise business units on departmental processes and standards, reinforcing GoA's digital-first strategy.
- Collaborate with GoA partners (e.g., CPE, IM) to implement data modeling, metadata, and classification structures that support efficient content management and retrieval.
- Identify and recommend opportunities for business process improvement, focusing on workflow optimization, red tape reduction, and digital integration.



Problem Solving

Typical problems solved:

The development, maintenance, and advancement of forms development is complex given the diverse nature of GoA and the extensive content (data, information, records) used to conduct its business. This position plays an integral role in developing and maintaining CPE policy instruments that are meant to guide a disciplined approach to collecting and managing information across the GoA.

The challenges faced by this position require strong analytical, judgment, organizational, time management, and problem-solving skills. Significant interpretative, evaluative, and developmental thinking are also required, along with the ability to understand complex relationships. It is important to display active listening to gather and document project requirements from the client. Examples of those requirements would be identifying stakeholders (e.x., end users, program authority, and others impacted by the form), and what business process the form is a part of. Thoroughly understanding the problem, its root cause, and recommending workable solutions.

The BA must be agile to unplanned changes. Priority re-shifting, open/effective communication, and strong teamwork is required to provide immediate turnaround to respond to crisis. The BA also investigates form user issues, requiring a sound knowledge of how forms function and the ability to communicate that knowledge to the client.

Some examples of where specific attention is required are:

- Information collected/created by and for the Government is essential to support program and service delivery to Albertans. There is a need to increase the ease with which information is shared. This would facilitate integrated programs and services, while reducing the amount of times Albertans have to provide information to various departments to access programs and services.
- Albertans expect a government that provides accessible services. Providing accessible and user friendly forms to not only Albertans but to all user groups is key to meeting government goals.
- They also must draw from their own knowledge base and have the ability to collaborate with colleagues.

Types of guidance available for problem solving:

When presented with a problem that requires additional assistance, the BA always has access to:

- Other BAs
- The Data Innovation Specialist
- Forms Management Team Lead / Manager
- Documentation relating to Training and Guidelines
- Utilizing AI for diagnostic guidance, decision support and predictive modeling

Regular interaction with the rest of the team is beneficial to the program to increase collective knowledge. They can access other members through:

- Group Meetings
- One-on-ones
- Digital Communication (e.x., Office 365 and CRM)

New and challenging ideas are encouraged for further innovation and improved efficiency.

Ultimately, they draw from their own knowledge base and experience. Validation of decisions for complex problems are presented to Team Lead.

Direct or indirect impacts of decisions:

- Publishing forms with functionality, content, visibility, and accessibility flaws can prevent form users (e.x., GoA employees, agencies, general public) from completing, or submitting, forms.
 - The provision of services is delayed.
 - Demonstrating a lack of professionalism.
 - Has the potential to negatively impact the reputation of the GoA.
- Sending drafts with errors to the client to review leads to more back-and-forth.
 - This means lost/wasted time from both a team and client perspective.
 - Can result in missed deadlines which can have financial impacts to the program.
 - Delays work on other projects.
 - Also applies when there is poor communication amongst stakeholders.
- Neglecting to ensure proper measures are in place (i.e., security classifications, accessibility and FOIP collection notices) can lead to serious repercussions should the information of completed forms be accessed by unauthorized parties.
 - Damages the reputation of the GoA and the services it provides.
 - GoA could face legal action.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Clients:

- Organize and facilitate meetings to discuss specific business processes, project requirements and deliverables, and expectations of all parties involved.
- Provide form drafts to be reviewed before publication, or further review, and provide feedback to the Data Innovation Specialist, as necessary.
- Project Manage large projects.
- Provide recommendations on information gathering/storing procedures and processes.

External Clients:

- Respond to general forms inquiries regarding form accessibility, functionalities, and technical issues.
- Redirect to appropriate parties as needed.
- Receive and incorporate feedback to improve forms and their access.

Data Innovation Specialist:

- Providing the most up to date requirements that impacts form design and related processes.
- Learning from, and consulting with, to provide realistic, innovative solutions to Clients.
- Negotiation of timelines for draft provision, draft feedback from client, and draft feedback for quality control.

- General design recommendations to incorporate into drafts based on communication with the Client.
- Oversee the entire forms request from inception to completion.

Forms Management/Team Lead:

- Reporting of project process summaries and statistics.
- Collaborative consultation during client meetings.
- To be informed of changed processes that would impact work.
- To manage and resolve work-related difficulties.
- Reporting any project deliverables and/or timeline issues or to discuss business requirements that go against team norms for approval or rejection.

Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|------------------|-------------|-------------------------------|--------------|
| Diploma (2 year) | Business | Other | Project Mgmt |

If other, specify:

Data and Information Management / Information Technology or 5 years related experience

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

This position requires:

- Analytical and problem solving skills to provide solutions for workflow and business processes.
- Excellent verbal communication skills with an emphasis on active listening.
- Strong attention to detail skills.
- Proven project management skills; managing multiple project timelines and priorities and develop deliverables as required within project plans.
- Possess an innovative thinking mindset to determine business process improvements, recommend systems design workflow, procedures to enhance the quality of data collection, apply accessibility, and improve the efficiency of government forms and processes. As well as adhere to information management and data management practices.
- Excellent communication and negotiation skills to represent the interest and goals of the Ministry of Technology and Innovation with clients/stakeholders in responding to requests for service to ensure outcomes are achieved.
- Effective writing skills to prepare client communications and recommendations.
- Ability to interpret relevant government acts and regulations.
- Ability to train and support new staff members.
- Ability to implement and conduct quality assurance and/or testing as required.
- Knowledge and understanding of the department's business plan and objectives, such as Digital Strategy.
- Ability to prioritize and balance multiple projects at any given time.
- Ability to function independently, and within a team, under pressure to meet timelines, client expectations, and team expectations. This may include, but is not limited to, rushes due to legislation

and/or program launch.

- Knowledge of GoA Corporate Governance, IT and data standards is desirable.
- Ability to provide sound recommendations and to stand behind those ideas to promote effective change.
- Strong knowledge and application of Office 365 products (e.x., Word, Excel, SharePoint).

Formal Education/Training required:

- Two year diploma in Business Administration, Business Analysis, Public Administration, Information Technology, Artificial Intelligence (AI) or other related discipline or equivalent as described below.

Equivalency (Directly related education or experience) considered on the basis of:

- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

Continuing professional development in Project Management, Information Technology, and Business Analysis is considered an asset.

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>The BA demonstrates a strong understanding of activities within, and in partnership with, the Forms and Technical Services division by assisting in the continuous improvement of form development, policies, processes, and standards.</p> |
| Drive for Results | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations | <p>The BA partners with government stakeholders to solicit their user requirements and client needs resulting in the effective delivery of form services.</p> |
| Agility | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <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 | <p>The BA frequently makes recommendations for changes to policy and design to assist in modernizing business processes (e.g., move from paper to digital format).</p> |

| | | | |
|---------------------------------|---|---|--|
| | | <p>stressful situations</p> <ul style="list-style-type: none"> • Seeks advice and support to change appropriately • Works creatively within guidelines | <p>The BA manages a large amount of projects at one time. Direction and priorities frequently change on an individual and team level. They redirect their focus and time quickly to meet timelines.</p> |
| <p>Creative Problem Solving</p> | <p><input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> | <p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • 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 | <p>The BA demonstrates analytical and problem solving skills to gather information on client programs, services, workflow and business processes (e.x., this includes creating documentation such as, project requirements documentation, user cards, etc., where required).</p> <p>The BA thinks beyond the immediate to determine business process improvements, recommend systems design, information management, data management practices, and procedures to enhance the quality of data collection and accessibility, and efficiency of GoA forms and processes.</p> <p>The BA exercises excellent communication skills by representing the interests and goals of the Ministry of Technology and Innovation with stakeholders across the GoA.</p> |

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature