

## New

Ministry

Public Safety and Emergency Services

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Senior IT Business Analyst

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

AEMA, Recovery/Business Operational Supports

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in prevention, preparedness, response, and recovery activities.

The Recovery Branch assists individuals, businesses, municipalities, Metis Settlements, and government departments' recovery from damaged caused by a disaster by coordinating resources within the GoA and providing expert advice and financial assistance for uninsurable damages that are repair or restorative in nature as per the regulations of a disaster financial assistance program and broader recovery guidance. Within AEMA, the Business Operational Supports (BOS) unit provides internal supports to the branch in their work, providing coordination and technical supports in the forms of IT solutions and maintenance, the development of business standards, best practices, business planning and reporting, as well as the development, coordination and delivery of training.

Reporting to the Manager of BOS, the Senior IT Business Analyst (Sr. ITBA) supervises a team consisting of up to four business analysts. The Sr. ITBA and their team provides business analysis consulting and project leadership services in order to support the objectives of the Recovery Branch and the administration of disaster financial assistance ensuring both business and technology related solutions adhere to standards, regulations and/or policies. The Sr. ITBA manages

new development and control activities related to new or changing program initiatives from a business perspective, ensuring business products and targets are achieved. Where a technology solution is envisioned, the Sr. ITBA ensures that the systems support business operations in a manner that meets both policy and user needs. This includes identifying and documenting requirements, designing solutions, planning resource needs and implementing effective and efficient business processes to support business functions.

The Sr. ITBA is responsible for the oversight of existing Recovery Branch database systems and SharePoint sites to ensure that technology solutions meet the ongoing needs of the business user groups. The incumbent works closely with both the business areas and Technology and Innovation (TI) support groups to continuously assess system functionality and determine whether repairs, updates or enhancements are needed, and how best to accomplish these outcomes. The Sr. ITBA plans, organizes and coordinates the development and delivery of project deliverables from the initiation phase through to implementation. These activities typically encompass a thorough review and re-engineering of business rules, information requirements and supporting system processes, ensuring the objectives and schedules align with Branch goals and objectives and with the ministry business plan.

A critical responsibility of this position is to identify and manage the impacts to the Branch systems and the staff in the organization due to changes or updates to our IT systems, standards, requirements, or environment. This is done through maintaining awareness of potential changes through stakeholder engagement, and then plan for and provide support through those changes to ensure there is no negative impact or disruption to Recovery's operations.

## **Responsibilities**

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

### **Team Leadership: Lead a team of up to four analysts to achieve expected performance measures and outcomes of the team.**

- Lead, coach, and mentor a team of IT analysts to achieve performance goals.
- Supervise and coordinate team activities, addressing or escalating issues as necessary.
- Oversee and support team duties to ensure successful execution.
- Consolidate team monitoring and reporting against performance standards.
- Facilitate Lessons Learned and Best Practices sessions.
- Provide policy inputs and recommendations.

### **IT Operations: Coordinate and conduct activities to maintain operational requirements and initiatives, ensuring alignment with the Branch/Agency/Ministry core business goals and objectives.**

- Provide expertise in business information systems and IT project management.
- Conduct review meetings for business and technology changes.
- Recommend methodologies for IT program/project development.
- Develop and maintain business requirement documentation.
- Translate business requirements into technical specifications.
- Solution technical and user issues with Recovery systems as necessary
- Represent the Branch's needs and interests on working groups and committees as necessary

### **IT Solution Development and Improvements: Lead research, analysis, and feasibility studies for the development of new applications and the maintenance and enhancement of existing applications used by internal/external users.**

- Evaluate IT business opportunities and develop business cases.

- Lead consultative working groups for IT system development.
- Ensure compliance with IT policies and regulations.
- Develop strategies for technology implementation.
- Document procedures for IT business processes.
- Act as the Product Owner for new and existing Recovery systems

**Project Management & Oversight: Provide leadership and strategic direction for the planning, execution, and evaluation of complex projects, ensuring alignment with Branch priorities, effective resource coordination, and consistent application of project management best practices.**

- Lead or oversee complex, multi-stakeholder projects aligned with Branch priorities.
- Develop and review project charters, plans, and timelines; monitor progress and adjust as needed.
- Identify risks and issues, implement mitigation strategies, and ensure timely resolution.
- Guide project teams in applying consistent project management practices.
- Coordinate cross-functional resources and conduct required stakeholder engagement.
- Maintain oversight of project portfolios to ensure alignment with strategic goals.

**Transitional Management: In collaboration with training and change management resources manage the organizational changes from enabling technology and business process re-engineering**

- Plan and lead user acceptance testing (UAT), including developing UAT strategies, plans, and test scripts.
- Manage the UAT process, including selecting participants, providing training, and overseeing issue resolution.
- Implement system changes, including creating test strategies, conducting systems testing, and managing production transitions.
- Develop and document conversion requirements.
- Identify and manage production transition issues.
- Provide necessary content and support through the change management process to impacted users
- Ensure data integrity and compliance with policies and procedures.

This position may be required to work in the Provincial Emergency Coordination Centre or the Provincial Recovery Coordination Centre during emergencies in order to coordinate provincial emergency response and recovery efforts. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercises.

**Problem Solving**

Typical problems solved:

This position is responsible for leading a team of analysts in the maintenance, development, enhancement, and implementation of business systems and IT solutions across the Recovery Branch. The incumbent must translate business needs into technical specifications, manage user acceptance testing (UAT), and oversee production transitions. This includes resolving system issues, ensuring data integrity, and coordinating with internal and external stakeholders to deliver effective solutions.

The role requires the ability to troubleshoot complex technical problems, prioritize competing demands, and ensure alignment with operational goals, IT governance, and TI standards. The incumbent must also lead

documentation efforts, support change management, and adapt to evolving technologies with minimal oversight.

Types of guidance available for problem solving:

Reporting to the Manager, this position operates with a high degree of autonomy and is responsible for leading a portfolio of IT and business systems initiatives. The incumbent is expected to manage multiple concurrent projects, provide oversight to a team of analysts, and ensure the delivery of secure, functional, and user-centered systems.

The Manager and Director provide strategic direction and support in navigating cross-branch coordination, stakeholder engagement, and alignment with enterprise IT standards. The position also collaborates with GoA IT partners at the Agency and Ministry level, the TI, and vendors to ensure compliance, integration, and innovation in service delivery.

Direct or indirect impacts of decisions:

Functionality and stability of branch specific IT systems which in turn affects the business processes as well as stakeholder experience, both internal and external, in the interaction with the system. Strategic direction of the IT development of the Branch and its integration with the broader Agency and Ministry plans.

Ability for the business to adapt to changes in policy or process quickly in executing necessary changes to technology.

Accessibility to data and records for ongoing operations and program audits.

Ability to mitigate or avoid business interruptions due to platform upgrades or unplanned outages through robust mitigation and test planning.

## Key Relationships

Major stakeholders and purpose of interactions:

- Director - *As Required* - Provides strategic guidance and receives updates on IT operations, system transitions, and team performance.
- Manager - *Regularly* - Consults on project priorities, system enhancements, and operational alignment.
- Senior Business Analysts / Technical Leads - *Daily* - Collaborates on business requirements, technical specifications, and solution design.
- Team Members (IT Analysts) - *Daily* - Leads and supports analysts in delivering system support, UAT, and operational improvements.
- Recovery Branch Teams - *Regularly* - Gathers business needs, provides system support, and ensures alignment with operational goals.
- AEMA, Strategy and Systems Support - *Regularly* - Collaborates on Agency IMT initiatives and projects, participates on the AEMA IMT Committee.
- Other AEMA Units and PSES Strategy, Support, and Integrated Initiatives - *As Required* - collaborate on specific cases; share information; provide expertise related to Recovery's IMT, lead or participate in projects and meetings to provide expertise on IMT maintenance or development; coordinate Branch input into Agency and Ministry business reports;
- Ministry of Technology and Innovation (TI) - *Regularly* - Collaborates on enterprise IT standards, digital service delivery, and system integration. Ensures alignment with GoA-wide architecture, security, and data governance frameworks. Coordinates on shared platforms, cloud services, and innovation initiatives. Leads and participates on shared projects.
- Other IT and Data Governance Teams - *As Required* - Coordinates on compliance, integration, and system standards.
- Other GoA Ministries - *As Required* - Collaborates on shared systems, data integration, and IT standards.
- Vendors and Technical Consultants - *As Required* - Engages for system development, troubleshooting, and technical support.
- Stakeholders and End Users - *As Required* - Supports training, change management, and adoption of new

systems and processes.

## Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science

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

### Education and Experience

- Post-secondary degree and a minimum of four years progressively responsible work experience in a related field. A related field includes IT systems analysis, business analysis, or IT project management. Equivalences for experience in place of education will be considered eligible.

Experience and Technical Competencies:

- Demonstrated experience in:
  - Translating business requirements into technical specifications.
  - Leading or supporting IT system implementations and upgrades.
  - Managing user acceptance testing (UAT), system transitions, and production deployments.
  - Coordinating cross-functional IT projects and ensuring compliance with IT policies and standards.
- Strong understanding of systems development life cycle (SDLC) and IT project management methodologies.
- Experience with business analysis techniques, including requirements gathering, process mapping, and documentation.
- Proficiency in SQL for querying and analyzing data.
- Familiarity with basic coding/scripting (e.g., Python, JavaScript, or PowerShell) to support automation and troubleshooting.
- Experience with Microsoft Power Platform, including Power Automate, Power Apps, and Power BI for workflow automation and application development.
- Proficiency in user acceptance testing (UAT) planning, execution, and issue tracking.
- Knowledge of IT governance, security, and compliance frameworks.
- Experience with IT service management (ITSM) tools and practices (e.g., ITIL).
- Proficiency in Microsoft Office Suite and collaboration tools (e.g., MS Teams, SharePoint); familiarity with tools such as Jira, ServiceNow, or Visio is an asset.
- Strong analytical, problem-solving, and communication skills.

Assets (Preferred Qualifications):

- Certifications such as CBAP, CAPM, PMP, ITIL, or Prosci.
- Experience working in a public sector IT environment or with Government of Alberta systems.
- Familiarity with cloud-based platforms, data governance, or enterprise architecture.
- Experience supporting change management and training during system transitions.
- Knowledge of data quality, data integrity, and reporting best practices.
- Experience in supervisory roles with employee development and/or coaching is 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 type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder</li> </ul> | Needs to identify and consider changes to IT systems and environment could impact the operations as a whole, planning mitigations and solutions as possible. Needs to be able to work with business areas to understand business |

|                          |           |  |   |
|--------------------------|-----------|--|---|
|                          |           | <p>perspectives</p> <ul style="list-style-type: none"> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>   | <p>needs and stakeholder use cases to define requirements, develop solution designs and identify enhancement opportunities.</p>   |
| Drive for Results        | ○ ○ ○ ● ○ | <p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> <li>• Forecasts and proactively addresses project challenges</li> <li>• Removes barriers to collaboration and achievement of outcomes</li> <li>• Upholds principles and confronts problems directly</li> <li>• Considers complex factors and aligns solutions with broader organization mission</li> </ul> | <p>The lead on a variety of key and highly impactful IT development projects as well as the maintenance of critical in-flight systems. Needs to anticipate and plan for challenges, identifying necessary resources or decisions needed to progress. Needs to respond to user issues and system failures promptly and efficiently to mitigate business interruptions.</p>   |
| Develop Self and Others  | ○ ○ ● ○ ○ | <p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> <li>• Aligns personal goals with career goals</li> <li>• Leverages strengths; attempts stretch goals</li> <li>• Provides feedback and openly discusses team performance</li> <li>• Values team diversity, and supports personal development</li> </ul>  | <p>Leads a team of analysts as well as champions IT literacy and implementation across the Branch. Needs to continually learn and educate to ensure that they and their team are current in their skills and are aware and in alignment with the IT direction of the GoA</p>  |
| Creative Problem Solving | ○ ○ ● ○ ○ | <p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>                    | <p>Will need to trouble shoot system issues as they are raised, determining root cause and finding solution. Will need to develop system solution to new or evolving business needs in collaboration with non-IT SME's, often during times of emergency and/or significant times constraints and do so in a manner that addresses their current need without sacrificing data integrity or future use and development of the systems.</p> |

|                                  |  |   |   |
|----------------------------------|--|---|---|
| Agility                          | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Proactively incorporates change into processes: <ul style="list-style-type: none"> <li>• Creates opportunities for improvement</li> <li>• Is aware of and adapts to changing priorities</li> <li>• Remains objective under pressure and supports others to manage their emotions</li> <li>• Proactively explains impact of change on roles, and integrates change in existing work</li> <li>• Readily adapts plans and practices</li> </ul> | Will need to address unplanned system outages and user errors. Develop or adapt plans quickly to incorporate changes in policy or business direction. Will need to manage multiple project concurrently, adjusting priority and resourcing on the go as needed. Will need to plan and develop solutions to be adaptable and modular to be able to incorporate change and allow for continuous improvements.   |
| Build Collaborative Environments | <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> | Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>      | Will need to work with multiple partners and SME's across the branch, Agency, Ministry, cross-ministry, and with external vendors to be successful. They will have many critical working relationships that they will need to foster and maintain as well as organize and document for long term succession management. Will need to lead their team in a collaborative manner to incorporate their various expertise as well as collaborate with their peers in BOS to deliver on key objectives |

**Benchmarks**

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

024PS69 Business Analyst Information Technology System Management