



**JOB DESCRIPTION**

Working Title:

EFS Analyst

Name:

Position No.:

Reports to Position No., classification

Division, Branch/Unit: Employment and Financial Services: Edmonton, North Zone

Present

Classification:

**Position Summary:**

*Briefly describe the main purpose of the position, and why it exists for the most part [See the [Job Design Writing Guide](#) for further assistance]*

The Statistics and Analytic Team (StAT) was developed to strengthen capacity within Employment and Financial Services (EFS) Delivery Portfolio to support all program areas throughout the North Zone, including Assured Income for the Severely Handicapped (AISH), Income Support (IS) and Child Support Services (CSS) to support evidence-based decision making processes and supporting data literacy through identifying and developing strong data collection methods and project support while aligning with strategic initiatives.

This position utilizes knowledge of various systems (e.g., electronic content management systems, workflow management systems, contact centre technology platforms), processes, analytics, business intelligence, and reporting to recommend, design, develop and present standardized and reliable data, reports and information in support of strategic operations planning and management. This role also utilizes technical knowledge of development and programming concepts to design custom applications within existing platforms (e.g., SharePoint, electronic content management systems) for business processing activities, providing the organization with valuable operational data.

Reporting to the Service Delivery Manager, the Business Analyst works independently and collaboratively, as needed. Working with project coordinators, management and senior management in the branch, the EFS Business Analyst will support the needs of EFS North Zone, its associated program areas and its stakeholders to collect, analyze, synthesize, report and present operational data to understand trends, issues and risks related to service delivery and effective operations.

The role supports strategic operations planning and proactive operational planning and development. The position works closely with the data-oriented Business Analyst, management and stakeholders to provide relevant information in support of evolving business processes and innovative solutions. The Business Analyst provides communication and messaging expertise, technical experience, maintenance and support for business intelligence solutions and analytics. The Business Analyst utilizes computer-based techniques in identifying, extracting, and analyzing business data. The position provides historical and current views of business operations and utilizes tools and methodologies to anticipate possible future outcomes by utilizing StAT products to engage with appropriate audiences and users.

This position will operate in conjunction with another Data-Orientated EFS Analyst and associated roles in organizing daily workload while regularly consulting with the Service Delivery Manager to define project objectives, priorities, frameworks, and plans. The position will select the best analytical and reporting techniques and develop and present recommendations. Creativity, strong analytical and problem-solving skills are required to review, analyze/interpret, and communicate information that is clear, concise and useful to relevant program areas, Executive Leadership Team, the Division and cross-ministry partners.

This position operates within relevant policies and procedures, while exercising professional judgment in developing resolutions, providing options/alternatives and in planning and organizing work in response to management and program delivery requirements. The position also makes decisions on terminology and formats for deliverables, in consultation with the relevant Service Delivery Manager.

The position must work closely with other areas within Community and Social Services (CSS) and cross-ministry, influencing partners to complete project objectives. The results created affect all Albertans as systems and models are changed to better serve their needs.

#### **Primary Accountabilities/Responsibilities:**

*List the most important accountabilities/responsibilities of the position and how they are achieved. Normally a position has 4-8 core functions with approximately 3-6 activities involved in each [See the [Job Design Writing Guide](#) for further assistance]*

1. Design, develop and provide operational and performance reports to support operational planning and performance management.
  - Interpret business requirements and determine optimum analytics solutions.
  - Perform analysis for a wide range of requests using data in different formats and from various platforms.
  - Develop and track key operational and performance metrics within analytics systems (e.g., benefits processing times, application intake volumes, call volumes, productivity).
  - Design and present compelling narratives, including interactive data visualizations, to communicate the implications of operational trends and patterns to EFS programs and partner ministry leadership, senior management, project coordinators, and colleagues.
  - Exercise creativity in developing approaches to prepare reporting and application design materials and to present technical information.
  - Work independently in the preparation of statistical reports and be accountable for the technical accuracy and thoroughness and clarity of data provided and reports produced.
  - Provide a regular reporting process, with access to ongoing reporting, to inform EFS leadership and management of regular and significant operational changes and trends to support development of strategies for operational improvement, performance management, workforce management and forecasting.
  - Review and evaluate existing processes to identify lessons learned and opportunities for improvement in data collection, analysis, reporting and presentation of results.

- Provide standard and ad hoc reports, templates, dashboards, scorecards and regular updates to CSD leadership, senior management, and project coordinators on various programs and initiatives.
- Summarize demographics (e.g. region, city, office), indicators (e.g. volumes, processing times, wait times), and other raw data into statistics and develop meaningful and relevant dashboards, profiles, and reports for presentation to regional partners and senior leaders.
- Present findings in a report form which is meaningful to senior management to assist them in making program/policy decisions.
- Identify and provide input to new technology opportunities that will have an impact on analytics systems.
- Train staff on the use of analytics capabilities and solutions during and after development to foster an understanding of operations and impacts on resulting data and reporting.
- Design and implement testing strategies to ensure data quality.
- Study the impact of data modifications on information systems and implementing positive change for operational reporting.

## 2. Conduct advanced operations analysis.

- Gather and remain current on operations, projects, business intelligence and analysis trends that may impact operations planning, performance management, workforce management, forecasting, and other functions related to service delivery.
- Identify key operations issues, relevant trends and correlations, potential risks, opportunities and outcome measurements based on data analysis; collaborate with internal stakeholders to develop proactive operations planning methods and tools that will provide insights into future operations, performance management needs and build organizational capability.
- Apply qualitative and quantitative techniques to define a baseline of current organizational capability and capacity (e.g. identifying current and required contact centre staffing to meet operational requirements).
- Provide historical and current views of business operations and utilizes tools and methodologies to anticipate possible future outcomes (e.g., use of the Erlang formula to anticipate contact centre call wait times based on various available staffing levels).
- Through consultation, research, and analysis, identify and report on best practices and trends that may be used in the design of program service delivery projects and initiatives.
- Help analyze the effectiveness of program service delivery in achieving desired outcomes.

## 3. Develop Communication Framework

- Work directly with the Service Delivery Manager and Data-Orientated EFS Business Analyst to support and develop messaging for diverse audiences.
- Support requests from senior manager teams by providing context and key messages related to the reports generated by the EFS Business Data Analyst
- Engage with delivery staff within the North Zone to support data literacy and encourage utilization of StAT products and coordinate feedback.

4. Design effective data models for analyzing program data.
  - Plan and maintain effective data models for program delivery and operational analysis.
  - Integrate and manipulate data from a variety of sources into a single model.
  - Troubleshoot inconsistencies in data sources to ensure data accuracy.
  - Utilize data modelling tools.
5. Develop, enhance and maintain custom program applications.
  - Lead the development and testing of custom applications to support centralized service delivery and enable workflow management, performance management, reporting and analytics.
  - Perform end-to-end system testing on developed solutions.
  - Support the development of user acceptance test scripts, review results, and remedy defects.
  - Work with applications developed on a variety of platforms (e.g., electronic content management systems, case management systems, SharePoint, Alfresco, Microsoft solutions).
  - Develop, monitor, and maintain online service request tool to facilitate submission of change requests and defect tracking for unit stakeholders. Assess and resolve change requests.
  - Lead ongoing maintenance and facilitate major system updates (e.g., software upgrade) to workflow applications (e.g., built on SharePoint) to ensure continued functionality and compatibility with minimal to no impact on operations.
6. Participate in and provide support for strategic projects, programs, and initiatives.
  - Participate in project teams and lead assigned components of design and delivery (e.g., building, utilization and maintenance of customized dashboards and contact centre workload assessment tools).
  - Coordinate and participate in the development and delivery of presentations to management teams, cross-ministry committees, employee groups, and partnering ministry stakeholders.
  - Provide strategic guidance to project members and stakeholders:
    - Facilitate project discussions as they relate to technical business requirements for data and analytic solutions.
    - Support and guide requirements gathering conversations with stakeholders.
    - Analyze requirements against technical capabilities of delivering requested reports and workflow application solutions.
    - Identify potential staff/workload challenges with capturing data to meet the business area's reporting requirements.
    - Identify technical limitations of available tools used in workflow applications, collecting data and suggesting alternate solutions.
    - Recommend operational changes required to meet data collection requirements.
    - Identify how operational changes will impact future analysis of historical data.
    - Identify whether/how output from requirements aligns with branch and ministry strategic objectives for reporting and workflow solutions.
    - Translate business needs and outcomes into technical requirements. This includes bridging communication/technical knowledge gaps between technical experts and program delivery stakeholders to support a shared understanding of requirements, technical capabilities, potential solutions, and possible outputs.
  - Participate in measurement and evaluation activities; identify deficiencies and improvement opportunities to increase accuracy of data and effectiveness of information reporting and data analysis.

- Represent Ministry's interests and perspectives on cross-ministry initiatives.
7. Support responses to ad hoc information requests including briefing notes, and action requests.
    - Review information request responses.
    - Gather, analyze, and interpret data to support information requests and develop accurate conclusions.
    - Correct assumptions and misinterpretation of data generated from reports.
  8. Effectively lead and participate in varied Analyst projects.
    - Lead multiple projects simultaneously from conceptualization through to final deliverables.
    - Provide project estimates and recommendations, including required timelines, resources, tools, deliverables, scope, risks, maintenance requirements, etc.
    - Ensure project objectives, goals and timelines are clearly defined and understood by stakeholders.
    - Create project schedules for assigned projects and ensure project objectives, goals and timelines are met.
    - Adjust project estimates and schedules to accommodate new requirements or priorities as assigned.
    - Monitor progress of projects and provide regular status updates.
  9. Undertakes other projects and activities, as required and assigned.

### **Knowledge/Experience/Competencies:**

*Include information on required education along with identifying the most important areas of knowledge, specific training and type of experience required for the position. [Insert Link to writing guide] Critical competencies (technical and behavioural) required to do the work should be included – please reference the [APS Competency Model](#) [See the [Job Design Writing Guide](#) for further assistance]*

#### **Knowledge:**

- University degree in business administration, social sciences, public administration or a related degree or diploma. Equivalent combinations of education and experience may be considered.
- Strong analytical skills with knowledge of statistical analysis, forecasting, and information reporting.
- Proficient in using business/data analytics software and applications and other collaboration/presentation/information management tools (e.g. SharePoint) is an asset.
- Strong understanding of data architecture and sound data modelling design practices with an emphasis on tabular models
- Good grasp on visual communications concepts, as well as user interface (UI) and user experience (UX) best practices in relation to development of program workflow application solutions and reporting.
- Familiarity with and ability to apply front-end web development languages (e.g., HTML, CSS, JavaScript) and web design.
- Knowledge of government strategic goals and policy directions, particularly as they relate to CSS mandated business plans, priorities, organization, and decision-making structures of lead, partner, and support ministries.
- An understanding of the strategic role of North Zone EFS and the Delivery Services Portfolio, including linkages and relationships to other divisions in CSS.
- An understanding of the political environment within which the ministry operates and of government decision-making processes.

## **Experience:**

- Experience working with, customizing, and developing applications within applicable electronic content management systems, content management systems, etc., is an asset.
- Ability to communicate complex data in clear and meaningful ways.
- Experience providing direction and mentorship. Demonstrated ability to influence others that are not direct reports.
- Demonstrated ability to strategize and create effective solutions and see them through to implementation.
- Expertise in handling confidential and sensitive communication.
- Demonstrated ability to make key decisions and have direct leadership responsibility.

## **Competencies:**

- **Systems Thinking**
  - Works with program business areas to clarify and define their role and any given priority project for the most effective approach to meeting branch outcomes.
  - Quantifies and qualifies impacts of potential projects to the branch's short, medium, and long-term outcomes and recommends the most effective course for achievement.
  - Identifies risks and issues that may affect the successful execution of projects to the attention of the program areas, and management and participates in the mitigation and solution building for these risks and issues.
  - Ability to operate effectively within a complex organization and continually changing business environment.
- **Building Collaborative Environments**
  - Leads the sharing of expertise between the corporate services areas and the program areas throughout the project life cycle to ensure the best project and ministry outcomes.
  - Ensures ongoing communication is maintained between the unit and management by facilitating regular decision-making meetings regarding projects.
  - Leads the unit to achieve the desired ends and participates as an effective team member.
  - Effectively resolves issues and influence actions of others that are direct reports.
  - Collaborates with branch management team to develop recruitment, retention, and succession planning strategies as key tools to ensure the availability of appropriate knowledge and skills.
- **Creative Problem Solving**
  - Leads meetings with stakeholders to solve complex problems and provide recommendations relating to the implementation and continuous improvement of project best practices.
  - Stays abreast of the current project best practices and change literature and brings forward innovations to leadership,
  - Able to work with ambiguity in a complex and changing strategic environment, under pressure and using sound judgement, tact and diplomacy.

- Comfortable with immediately responding to emerging issues and resolving crises that affect projects and stakeholders with little precedent or guidelines.

**Primary Relationships/Contacts:**

*Identify primary internal and/or external clients, partners and stakeholders with whom your position communicates relevant to the primary purpose of the role. Indicate the frequency, purpose and nature of the contact [See the [Job Design Writing Guide](#) for further assistance]*

Clients	Frequency	Nature/Purpose of Contact
Internal: Team Members	Daily	<ul style="list-style-type: none"> <li>• Collaborates with the Team on projects, providing role specific expertise, advice, and recommendations.</li> </ul>
Manager	Daily	<ul style="list-style-type: none"> <li>• Consults with and provides updates to Manger on ongoing status of projects</li> <li>• Provides updates to the Manager on the ongoing status of projects</li> <li>• Presents findings, reports, and recommendations on projects to support effective, evidence-based decision making</li> </ul>
Director	As needed	<ul style="list-style-type: none"> <li>• Presents findings, reports, and recommendations on projects to support effective, evidence-based decision making</li> </ul>
External: Cross-Ministry	As needed	<ul style="list-style-type: none"> <li>• Partners with other ministries on complex projects that overlap the scope of multiple ministries</li> </ul>

**Organization Chart:**

*A current organization chart that includes supervisor, peers and staff must be attached. Include whether the positions are permanent, wage, temporary or contract and indicate position numbers [See the [Job Design Writing Guide](#) for further assistance]*