

Reclassification

Ministry

Assisted Living and Social Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Senior Business Analyst

Current Class

Program Services 3

Requested Class

Program Services 4

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Strategic Services, SDABS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Business Intelligence

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-03-13

Responsibilities Added:

Cleaned up wording and supports, updated program required knowledge, and added responsibilities related to leading projects, influencing team members and performing additional duties as business requirements evolve over time, such as system modernization and the use of AI and machine learning tools to enhance the division's reporting capacity.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The department-wide Business Intelligence (BI) Strategy establishes a vision for a mature BI practice that delivers meaningful and actionable insights to inform planning and decision making across all levels of the ministry. The Senior Business Analyst provides expert business analysis leadership and advisory services to advance this strategy, ensuring BI solutions align with organizational priorities, meet business requirements, and reflect business best practices. The Senior Business Analyst leads the end-to-end development of BI solutions from a business perspective, overseeing project planning, requirements definition, and the translation of business needs into effective BI products in collaboration with program areas, data architects and information product developers.

A key responsibility of this role is assessing and managing the organizational impacts associated with data systems, analytical tools, processes, analytical capabilities. The Senior Business Analyst designs and executes change management strategies that promote adoption and readiness, while fostering strong working relationships across divisions, government departments and external partners.

This position is essential to the success of BI within the department. It ensures that initiatives are driven by business and stakeholder needs, that decision-makers have timely and accurate information, and that users receive ongoing support as systems, reporting and analytics capabilities evolve.

Responsibilities

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

1. Provide Business Analysis Services for Complex Business Intelligence (BI) Initiatives

- Contribute to the enhancement of enterprise data warehouses, data marts, data models, information products, and analytics portals, ensuring solutions align with departmental and ministry priorities.
- Participate in modernization efforts that transition legacy systems to modern enterprise platforms, helping ensure business continuity and data integrity.
- Facilitate workshops and strategic discussions with program areas, contractors and external stakeholders to gather, clarify, and refine business requirements and performance measures.
- Create prototypes and storyboards to help illustrate business needs and solution concepts.
- Use working knowledge of BI and analytics technologies (e.g., Power BI, SQL, R) to support the development, validation, and refinement of analytics and reporting solutions.
- Support testing activities by participating in prototype review, system validation, integration and user acceptance testing to confirm solutions meet business and operational requirements.

2. Support Planning and Execution of BI Projects

- Maintain a thorough understanding of business policies and program requirements across social services programs such as Income Support, AISH, ADAP, PDD, FSCD, FASD, OPGT and related areas.
- Collaborate with project teams to define scope, develop work tasks, and identify risks and dependencies for BI initiatives.
- Work with data architects and subject matter experts to translate complex business needs into practical, scalable analytics requirements.
- Communicate project progress and implications to leadership and stakeholders to support informed decision-making.
- Coordinate between business areas and IT technical support to clarify requirements and implement appropriate measurement and reporting solutions.
- Participate in post-implementation reviews and support outcome measurement activities.

3. Align BI Deliverables with Ministry Priorities

- Analyze proposed business opportunities for feasibility and alignment with ministry objectives, providing clear business analysis and recommendations.
- Evaluate alternative solution approaches and make recommendations based on technical feasibility, business impact and organizational readiness.
- Contribute to the development of business cases, project charters, and implementation plans in collaboration with project sponsors, IT team and program partners.
- Identify opportunities for improving BI processes and capabilities to support continuous improvement efforts..

4. Support Change Management and Adoption of BI Solutions

- Contribute to change management planning to support user adoption of new BI tools, data processes, and analytics capabilities.
- Assist and facilitate the planning and delivery of change management activities such as training sessions, communication materials, and user support resources.
- Collaborate with technical writers and training teams to develop user documentation and learning materials.
- Deliver presentations and participate in stakeholder engagement sessions to ensure successful implementation and sustained adoption of BI solutions.

5. Provide Business Analysis Consultation to Management Team and Stakeholders

- Conduct ongoing research into emerging BI, analytics, artificial intelligence (AI), and machine learning trends to help assess their potential value to departmental reporting and decision-making.
- Build effective working relationships with program areas to promote alignment with BI initiatives and support evidence-based decision-making.
- Facilitate discussions to understand business processes, strategic priorities, and opportunities for enhancing data-driven transformation.
- Prepare documentation outlining current state assessments, business needs, risk considerations, and future-state recommendations.
- Provide technical insight on BI modernization, analytics capabilities, and data governance.

Problem Solving

Typical problems solved:

The position serves as a subject matter expert in social services program systems and reporting. It operates with minimal to none supervision and applies advanced expertise in project management, business analysis and system modernization to elicit and document business requirements and ensure that solutions effectively meet program and operational needs. This role requires a high level of creativity and problem-solving ability, including the following:

- Strategic thinking to evaluate alternative solutions that vary in technology, cost, timelines and deliverables.
- Foresight to assess the potential impacts of proposed solutions on business processes and to develop strategies that support successful change management.
- Sound judgment to ask the right questions and apply appropriate tools and methodologies to determine business requirements, including the consideration of emerging technologies such as AI and machine learning.
- Strong communication, listening and facilitation skills to effectively engage stakeholders, ensure requirements are clearly identified, and support thorough testing and validation of solutions.

Types of guidance available for problem solving:

The Senior Business Analyst leads and influences data systems, reporting, policy development and recommendations to the management team. In many cases, this role is the only individual in the division with deep expertise in program

systems, reporting and BI tools. As a result, the Senior Business Analyst must work independently to support non-technical leadership to understand data insights and system advances for decision making. The Business Intelligence manager supports the Senior Business Analyst by helping to remove organizational challenges and facilitating alignment across teams to enable the successful delivery of reporting and analytics initiatives.

Direct or indirect impacts of decisions:

The position significantly influences the effectiveness of strategic and operational decision-making across all levels of the department, as well as for external stakeholders including contracted agencies that rely on information products. This role provides a critical service by supporting the effective development and use of enterprise data warehouses and data marts, data models, information products and web-based analytics portals. The position also ensures effective communication and collaboration between IT professionals, business areas, and other stakeholders to develop solutions that meet operational and strategic needs.

Key Relationships

Major stakeholders and purpose of interactions:

- The position interacts daily with business contacts in order to gain insight into processes, business rules and information requirements by facilitating workshops or conducting personal interviews. The role also assesses the impact of changes to BI solutions and communicates these changes to users.
- The position interacts daily with branch staff and project team members, including data architects, project managers, database administrators, information product developers (both vendors and internal staff) to ensure business requirements are translated into the design and development of data structures and information products.
- The position interacts monthly with staff and management of other departments to share knowledge and expertise and work collaboratively on cross-ministry initiatives.
- The position interacts monthly with external service providers to ensure BI solutions meet operational reporting needs.
- The position provides weekly status updates on projects and activates involving business requirements and change management strategies to the management team. Executive briefings are typically required on a monthly or bi-monthly basis.

Required Education, Experience and Technical Competencies

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

If other, specify:

University Degree in Business, Computer Sciences or a related field

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

A university degree in Business, Computer Sciences or a related field plus 4 years related experience as a Business Analyst, preferably in Business Intelligence (BI), the following equivalencies will be considered:

- Diploma plus 6 years' related experience.
- Certificate plus 8 years' related experience.
- 10 years of related experience in lieu of formal education.

Knowledge of BI technologies, preferably Microsoft BI tools (SSIS, SSAS, SSRS and Power BI).

Knowledge of programming languages such as SQL and R.

Knowledge of AI and machine learning models, algorithms, training, deployment and tools.

Knowledge and experience in project management, change management, systems development, systems modernization and data warehouse management.

Excellent communication skills, both written and oral, including strong interpersonal and presentation skills.

Strong facilitation, coordination, risk management, and governance-support capabilities.

Knowledge of the department's goals, programs, policies and organizational structure.

Ability to lead without formal authority, influence diverse partners, and communicate with tact and judgment.

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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<ul style="list-style-type: none"> - Provides expertise, recommendations and alternative perspectives to support informed decision-making. - Develops solution in situations where requirements, constraints or options are unclear, using judgment, analysis and creativity.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<ul style="list-style-type: none"> - Serves as an expert resource on data warehouses, program systems, reporting tools, program policies and related matters. - Leads projects and initiatives by planning deliverables and identifying opportunities to enhance the division's reporting capacity. - Demonstrates a high level of self-management and strong results orientation, managing multiple concurrent timelines and due dates while maintaining ongoing responsibilities.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and 	<ul style="list-style-type: none"> - Works with branch staff and programs areas to ensure the reporting accuracy and alignment with the program polices. - Works with project team members including data architects, project managers, database administrators,

		works with diverse perspectives for achieving outcomes	information product developers to ensure business requirements are met. - Present information in a clear and concise manner to management team.
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"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	- Reviews relevant sources for emerging issues which may impact the reporting and data systems. - Identifies and monitors politically sensitive issues or decisions, and quickly develop appropriate responses and recommendations. -Adapts project approaches and timelines in response to changing priorities, governance requirements or partner constraints.
Systems Thinking	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	- Provides a well rounded and deep understanding of the systems and reporting methods within each program and the interrelationship between the programs and systems. - Understands and acts with an awareness of multiple stakeholders involved in data management across the department's business areas and IT supports including external contractors - Seeks to understand data needs and uses from a system thinking perspective: business, technical, timing and budgets etc.

Benchmarks

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

Sr. Business Intelligence Analyst, SDABS, ALSS

Modernization Coordinator, SSII/MIR/ Modernization & IMT, Justice