

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Analyst

Requested Class

Program Services 3

Job Focus

Operations/Program

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

HIS / ITO / AMBS

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager App & Business Support

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Information Technology and Operations Branch (ITO) supports the effective management of the Health Information Systems Division by developing and delivering Information Technology (IT) solutions that support the ministry's business objectives. ITO also provides support for maintenance and enhancement activities to critical ministry applications. The Application and Business Support unit team, where this position resides, is responsible to:

- Provide leadership in the definition, design, construction, transformation, configuration and implementation of enhanced business processes and technology.
- Identify and coordinate the information necessary to support the business units of the Ministry in meeting their business goals.
- Support the business areas of the Division and Ministry by providing leadership that promotes the alignment of information technology investments with the business goals of the Division/Ministry.

The primary purpose of this position is to provide both business and technical expertise to participate in application development, maintenance, enhancements and configuration to support complex custom built applications, and COTS (Commercial Off-The-Shelf) technology and business initiatives that relate to the Division/Ministry. The Business Analyst is the interface between system users and application vendor organizations, working collaboratively with various internal and external stakeholders, both through individual consultations and through

working groups committees, for the purpose of developing and maintaining complex operational programs. The incumbent will be required to exhibit considerable interpersonal skills and exercise business and technical knowledge to identify, develop, coordinate and implement system enhancements and ensure the data, applications and technology architectures adhere to legislation, policy, acts and regulations within Government of Alberta and Ministry guidelines.

Principal responsibilities of this position include:

- Managing the service request process for application maintenance systems and enhancement projects
- Project Management activities to ensure improved program and service delivery is met
- Liaising between business users and IT to ensure requirements are met
- Developing and co-ordinating activities related to acceptance and regression testing
- Lead system development initiatives for new programs or processing efficiencies
- Perform application configuration to meet business requirements/changes
- Participate in project initiatives by providing both business and system expertise
- Lead and/or participate in testing activities including development of test strategies and plans, test suites, test cases, creation of test data, user acceptance testing execution.

Overtime (including evenings and/or weekends) maybe required beyond regularly scheduled hours to meet unexpected workloads and timelines.

Responsibilities

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

1. Gather, analyze, evaluate and document business requirements and system specifications

- This is completed in conjunction with evolving Ministry standards and architectures to ensure applications support the organization's business initiatives and long range plans, maximize service delivery and enable efficient and effective administration.
- Participate and provide leadership in the development of business requirements for new or enhanced applications and technologies to ensure the organization's business initiatives and long term plans are met.
- Determine and implement configuration applications to reflect business requirements.
- Consult with internal and external users or potential users of the health system to identify requirements and to maximize system enhancements to support the Division/Ministry business initiatives and goals.
- Review all system documentation (i.e. design specifications) combining technical abilities with a user perspective.
- Identify design issues and problems associated with current standards and architecture.
- Research, explore, analyze and develop solutions or options.
- Evaluate and analyze the options and estimates, and make recommendations and/or decisions for new system processes and current and evolving system architecture framework.
- Co-ordinate, lead and execute project/maintenance related acceptance and regression testing activities; issue management including review of test results, issue resolution.
- Conduct analysis in consultation with user groups to identify and determine reporting requirements.
- Plan and co-ordinate delivery and implementation of design specifications and processes.
- Identify and prepare communication and training materials for new processes, procedures, and programs to affected health system stakeholders.
- Facilitates development of health service initiatives by ensuring legislation boundaries and Government of Alberta / Ministry standards for architecture and security are addressed and meets the business capabilities for the future.
- Develop and maintain project and maintenance documentation e.g. business requirements, user manuals, training manuals, test plans, test cases, work plans, business cases.
- Lead and or participate in cross-functional team activities.

2. Change Management

- Effectively delivering changes and monitoring the results, the business analyst performs change management activities during the full life-cycle of changes, from idea through to and including post-implementation support.
- Using ministry and industry best practices, the business analyst effectively brings individuals through change and obtains buy-in to ensure the change is successful long term.
- Use change management process to promote buy in and mobilize commitment of stakeholders to support organizational changes.
- Develop change management, Communication, and Training plans
- Monitor and update change management plans throughout the lifecycle of a project.
- Identify all stakeholders related to a change, including indirectly affected and interested parties.
- Perform stakeholder analysis.
- Perform organizational readiness assessments; ensure all stakeholders are prepared for a change.
- Identify all documentation to be created/updated; ensure all documentation is in place prior to change/project implementation.
- Ensure all training has occurred prior to change/project implementation.
- Monitor the effect of the change post implementation; continue performing change management activities post implementation.
- Follow ministry standards for IT change management.

3. Project Management

- Drawing on extensive knowledge and practical experience of business practices and administrative experience, manage project evolution from inception to completion to ensure improved program and service delivery (system maintenance, enhancements and/or system development).
- Create Business Cases, Statements of Work, go-forward/implementation plans, and other Project Management documents.
- Develop project schedule plans, estimate resource requirements, develop and monitor work plans for completion of project tasks.
- Develop detailed Project Team task plans resources to meet scheduled implementation dates.
- Develop post implementation review, incorporating lessons learned.
- Monitor activities to ensure system functions are accurately developed and business requirements are met.
- Effectively manage and respond to change requirements or incident reports by managing the service request process.
- Manage multiple ongoing projects simultaneously to meet timeframes.
- Lead project test teams providing consultation, analysis and recommendations for program area and system development.
- Provide on-going feedback to test participants and promote the value of formalized acceptance testing.

4. Provide production, operational and analytical support for Ministry business areas

- The Business Analyst provides technical support to all internal and external business application users. Production implementation of system changes/enhancements often affects multiple applications and can include single or numerous and different changes across the various business applications.
- The Business Analyst will establish guidelines to ensure that data and system operations have not been compromised. The Business Analyst will oversee all post-implementation migration processes and system support to ensure the objectives are followed and meet the operational needs of program areas.
- Provide dedicated assistance to business clients to aid them during major or critical production activities.
- Act as a liaison between Information Technology (IT) and Ministry staff to plan, strategize, and implement new I.T. initiatives that will advance Division/Ministry goals and improve business processes.
- Provide business information expertise and application support.
- Plan and participate in the test of changes, upgrades, complete risk assessment and backup plan for code migration to the production environment.
- Develop and establish validation processes for change implementation of the supported business applications.
- Develop and maintain documentation related to the business applications.
- Investigate and document problems related to implementation changes and recommend solutions.
- Participate in problem resolution to minimize system down time affecting users.
- Assure the timely and complete execution of scheduled job streams and advise I.T. what processes require intervention when there is a deviation to scheduled jobs.
- Determine network and security access for business applications for new staff.

- Monitor the help desk functions to ensure phone lines are adequately manned and responses are accurate and timely.
- Develop recommendations and alternate courses of action for ad-hoc information requests in support of business areas.
- Maintain application maintenance framework (i.e. guidelines, standards, processes and procedures) and provide recommendations for improvements.
- Responsible for the scheduling, planning and preparation of environments (acceptance and production).
- Collect, compile, analyze and interpret data and information.
- Provide input into the Team/Branch operational business plan.
- Prepares realistic time estimates to complete application changes.
- Identify existing sources of data and information; develop knowledge of application data and data flows.
- Maintain user control tables for applications and assist in the integration of data with other applications.

5. Consultation and Communication services to internal and external clients and represent the Branch/Division on working groups and committees as required

- Track and report status issues and maintain communication to facilitate teamwork.
- Research project/maintenance issues, conduct detailed analysis including pretesting, and prepare reports that outline options, implications, and provide recommendations.
- Analyze business issues, processes and systems requirements to determine the appropriate course of action.
- Act as a facilitator between the I.T. providers, users and other stakeholders.
- Consult within the Ministry, with other government ministries, Alberta Health Services, regulatory bodies and other health stakeholders to define problems and, assess and analyze application requirements.
- Liaise directly with clients and/or interfaced system clients and team members, as required, to attain clarity on business requirements.
- Plan and execute communication strategies in support of development projects, maintenance and enhancement activities and committee efforts.
- Prepare presentation materials, correspondence, and record of meetings, develop discussion and background papers, advantages and disadvantages, impacts, and make recommendations in support of application changes.
- Support management by ensuring issues are considered in initiatives throughout the Ministry.
- Participate in working groups, both within the Ministry and across ministries, to achieve Branch/Division Ministry and government objectives.

6. Performs other duties as required

- Overtime (including evenings and/or weekends) maybe required beyond regularly scheduled hours to meet unexpected workloads and timelines.
- Represent the Team/Branch/Division in a variety of committees and project teams.
- Exercise good judgment and utilize exceptional interpersonal skills to represent the interests and goals of the Branch/Division/Ministry with stakeholders and respond to requests for service, to ensure all interests are addressed and positive quality outcomes are achieved.

Problem Solving

Typical problems solved:

- Provide business knowledge and expertise in the administration of the Alberta Health Care Insurance Plan Provider agreements and Systems that support a portfolio of 3.7 million residents and about 6800 (allied and medical) practicing practitioners in the province.
- Application changes can be diverse and deal with strategically sensitive complex issues and are closely related to the business plan. The Business Analyst deals with application and data issues forwarded by staff throughout the Ministry, queries from Practitioners, Service Provider Associations, Alberta Health Services and other jurisdictions. This position is responsible to act as an information resource relating to the Ministries business applications and provides assistance and advice on issues relating to system changes and what impacts requested changes will have on current processes and data. The position requires diverse knowledge of the functions and details of multiple business applications so issues can be assessed and corrected.
- The Business Analyst is required to be knowledgeable about numerous operational applications that support the administration of the Ministry programs. These include, but are not limited to the following:
 - Primary Care Networks

- Alberta Vaccine Booking System
- Immunization and Adverse Reaction to Immunization
- Communicable Disease Reporting System - Notifiable Disease Registry
- Grants Administration and Management System
- Alberta Provincial Surveillance System
- Stakeholder Registry
- Claims Assessment
- Eligibility and Premiums
- Business Intelligence Environment
- Alternative Relationship Plans
- Hospital Medical Reciprocal
- Data Warehouse (Mainframe ESE)
- H-Link
- SAS Inc.
- Data Warehouse (Client Server SESE)
- Interactive Voice Response Extract and Reporting
- Quality Assurance & Monitoring
- Microsoft Dynamics:
 - Performance Measurement Information
 - System, Data and Information Request System,
 - Legal and Legislative Database Project
- Conduct business analysis and identify business re-engineering opportunities:
 - Specify the most appropriate business process.
 - Maximize the use of existing resources.
 - Enhance system driven accountability process.
- Conduct complex analysis of user business rule/operational requirements, business initiatives, specification and architectural design, functionality and intricate components of the system.
- Manage and prioritize multiple projects of varying complexity, requiring knowledge of project management methodologies and experience in preparing plans (i.e. task, training, communication plans), business cases and monitoring, and evaluation processes.
- Represent the Team/Branch/Division in a variety of committees and project teams.
- Exercise good judgment and utilize exceptional interpersonal skills to represent the interests and goals of the Branch/Division/Ministry with stakeholders and respond to requests for service, to ensure all interests are addressed and positive quality outcomes are achieved.

Types of guidance available for problem solving:

This position requires familiarity with:

- Numerous acts, regulations and agreements surrounding the provision of health care programs and eligibility. (e.g. Alberta Health Care Insurance Plan, Health Insurance Premiums Act, Hospitals Act, Regional Health
- Authorities Act, Health Information Act, Canada Health Act, Trilateral Agreement and the Freedom of Information and Protection of Privacy Act).
- Numerous applications and supporting technologies and reporting tools that are used by both internal and external stakeholders.
- Data and business processes in the Ministry and the health system as a whole.

Direct or indirect impacts of decisions:

Interface with a wide range of stakeholders such as provider associations, practitioners, government ministries, and outsourced vendors. External relationships include but not limited to:

- Alberta Medical Association
- Alberta Health Services
- IBM (Application Maintenance Services)
- Other Provinces/Territories
- Alberta Blue Cross
- IBM (Managed Operations)
- Elan Data Makers
- Service Alberta - Print Services

- Service Provider Clinics

Key Relationships

Major stakeholders and purpose of interactions:

Main Contacts: Business Analysts, Technical Analysts, Data Analysts, Business Users, Managers, Technical Team Leads, Service Vendors, Project Managers, Project team members, Delivery Managers

Purposes: To analyze and understand business needs, resolving design issues, systems analysis, implementation planning and scheduling, obtaining input, partnership and coordination of activities, sharing of information.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science

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

Qualifications

- University graduation in business administration/computing science or related field plus a minimum of 2 years of related experience in an IT focused business analyst role preferably in a large or public organization is required.
- Project management, system development and support experience is required, as is proficiency with MS Office Suite.
- Maintenance of large mainframe and/or Web-based applications is preferred.
- Experience with configuration of COTS products (e.g. Microsoft Dynamics), Business Analyst and/or Project Management Certification is an asset.

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.

Knowledge

- Expert knowledge of the programs, policies and procedures that support applications within Alberta Health.
- Comprehensive knowledge and understanding of multiple Ministry web-based, mainframe, and COTS applications, interfaces and supporting technologies used by the Ministry.
- Knowledge of and the ability to interpret various acts and their associated regulations, business rules and agreements. This includes, but is not limited to:
 - Health Information Act
 - Health Insurance Premiums Regulation
 - Maintenance Enforcement Act
 - Service Provider Agreements
 - Hospitals Act
 - Dependant Adults Act
 - Alberta Health Care Insurance Act
 - Freedom of Information and Protection
 - Seniors Benefit Act of Privacy Act
 - Alberta Health Care Insurance
 - Health Information Regulation
 - Health Insurance Premiums Act
 - Regional Health Authorities Act
- Experience in system development/maintenance/testing, change management, issue management, project management and business processes.
 - Sound knowledge of system development methodologies.
 - Comprehensive knowledge of Microsoft Windows applications.

- Experience with complex business systems and large databases.
- Strong knowledge and understanding of the Ministry's business plan and objectives.

Skills / Abilities

- Strong Business and Technical Analysis skills.
- Project Management skills.
- Ability to write logical, well thought out and thorough documents in a clear and concise manner.
- Effective Change Management skills.
- Ability to work through the entire change process from inception to implementation.
- Strong analytical and problem solving skills.
- Strong interpersonal, communication and organizational skills.
- Ability to collaboratively work on team tasks in a self-managed environment.
- Strong planning skills.
- Ability to lead individuals/teams; strong leadership skills.
- Ability to create, maintain and enhance client relationships.
- Flexibility and agility to cope with considerable pressure and unexpected changes in a demanding and unpredictable working environment.
- Ability to perform under pressure on several tasks and to meet timeframes.
- Ability to understand, interpret and implement audit controls and trails.
- Experience in requirements analysis, business re-engineering and software development processes.
- Vision and foresight.
- Strong analytical ability, data interpretation and problem solving.
- Strong interpersonal skills with a focus on user interaction and presentation skills.
- High level of competence, motivation, creativity and initiative.
- Ability to research issues accurately to identify and solve problems.
- Ability to coordinate a variety of tasks.
- Ability to negotiate change to obtain commitment of others.
- Ability to manage conflict and facilitate positive outcomes.
- Ability to recognize and deal accordingly with potential political issues.

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		
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 stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<ul style="list-style-type: none"> - Effectively delivering changes and monitoring the results, the business analyst performs change management activities during the full life-cycle of changes, from idea through to and including post-implementation support. - Plan and participate in the test of changes, upgrades, complete risk assessment and backup plan for code migration to the production environment. - Develop recommendations and alternate courses of action for ad-hoc information requests in support of business areas.

			- Effectively manage and respond to change requirements or incident reports by managing the service request process.
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>- Participate and provide leadership in the development of business requirements for new or enhanced applications and technologies to ensure the organization's business initiatives and long term plans are met.</p> <p>- Evaluate and analyze the options and estimates, and make recommendations and/or decisions for new system processes and current and evolving system architecture framework.</p> <p>- Facilitates development of health service initiatives by ensuring legislation boundaries and Government of Alberta / Ministry standards for architecture and security are addressed and meets the business capabilities for the future.</p>
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	<p>-Act as a liaison between Information Technology (IT) and Ministry staff to plan, strategize, and implement new I.T. initiatives that will advance Division/Ministry goals and improve business processes..</p> <p>- Consult with internal and external users or potential users of the health system to identify requirements and to maximize system enhancements to support the Division/Ministry business initiatives and goals.</p> <p>- Consult within the Ministry, with other government ministries, Alberta Health Services, regulatory bodies and other</p>

			health stakeholders to define problems and, assess and analyze application requirements.
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>-Conduct analysis in consultation with user groups to identify and determine reporting requirements. Plan and co-ordinate delivery and implementation of design specifications and processes.</p> <p>- Drawing on extensive knowledge and practical experience of business practices and administrative experience, manage project evolution from inception to completion to ensure improved program and service delivery (system maintenance, enhancements and/or system development).</p> <p>- Provide dedicated assistance to business clients to aid them during major or critical production activities.</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.