

New

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Program Analyst

Requested Class

Program Services 4

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

SSII/OCME/Administration

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director of Operations

Supervisor's Current Class

Senior Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Office of the Chief Medical Examiner (OCME) investigates all sudden and unexplained deaths in the province of Alberta under the authority of the Fatality Inquires Act. The OCME has two centralized offices which are located in Edmonton and Calgary.

Reporting to the OCME's Director of Operations and based out of the OCME's Calgary office, the primary responsibility of the Program Analyst (Analyst) is to align the OCME's Information Management and Technology (IMT) requirements with its business processes and service delivery requirements. In order to accomplish this the Analyst develops an in-depth knowledge of the OCME's business processes, Case Management System (CMS), as well as other IMT software and hardware.

The Analyst provides consulting, coordination and project leadership in order to meet business needs, ensuring that IMT solutions adhere to GoA standards, regulations, guidelines, policies, etc. The position works closely with the Director of Operations and Chief Medical Examiner on larger IMT projects, and all OCME staff to ensure their daily IMT requirements are being addressed. The position also regularly meets and liaises with GoA IMT staff to identify, analyze and address technological changes that may impact the OCME's business processes and service delivery.

The position is responsible for reporting and data analytics on data and information contained in the OCME's CMS.

Responsibilities

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

Coordinates the implementation of IMT plans/activities for OCME hardware and software to ensure the business needs of OCME are met

- Maintains a working knowledge of OCME's business policies and practices
- Maintains an in-depth knowledge of hardware and software that are required to support the OCME's business
- Consults with management and IMT resources to identify/determine business needs, service delivery requirements, and/or process issues
- Works closely with IMT resources, contractors, senior management and OCME staff to implement enhancements, customizations, and upgrades to hardware and software
- Collaborates with senior management and other OCME staff to determine and identify impacts that may result from business required program changes
- Works with senior management to determine the needs for development/procurement of new hardware and software vs. ongoing updates/enhancements
- Coordinates all hardware and software enhancements and upgrades
- Provides expertise, suggested content, and support in developing or enhancing business applications
- Assisting with the coordination of OCME's CMS with other applicable internal and external stakeholder's software and applications.

Leads and Supports User Acceptance Testing (UAT) and Training

- Creates user acceptance testing plans in collaboration with management, GoA IMT staff, and affected OCME staff
- Defines testing approach, scope, objectives, tasks, resource requirements, roles, responsibilities, schedules for testing, etc. for end to end testing of business application changes.
- Defines conversion testing requirements to ensure business data interpretation is consistent pre and post conversion
- Works with testers and IMT staff to highlight issues in testing and works to get issues resolved with ~
- Outlines procedures to monitor application responsiveness and performance during testing to ensure use of the application will fit/enhance the business delivery practices and processes
- Seeks feedback from testers and provide feedback to IMT resources

Facilitates the Optimal Use of hardware and software

- Prepares hardware/software training material as required
- Submits IT service requests to address OCME business process and service delivery
- Manages hardware and software inventory and related deployment
- Provides coaching and support to OCME units and staff on the use of hardware and software
- Works with staff to identify and address IMT and business process issues to support workflow efficiencies
- Assists with development and maintenance of business process and support documentation
- Provides support for application training including training documentation
- Support the maintenance and updating of inventory repository of hardware and software used by the OCME

Reporting and Data Analytics

- Prepares monthly data reports for use by the OCME, Ministry, other GoA departments, other jurisdictions non-governmental organizations, media, communications, public, and other internal and external stakeholders as required
- Works with senior management to develop and produce reports to meet business objectives
- Responds to ad hoc report requests from a wide variety of requestors
- Reviews reporting processes on a regular basis to ensure data is accurate
- Assists with analyzing and interpreting data
- Ensure approvals are obtained before data and information is released
- Review reports and related processes regularly to ensure the data is accurate
- Interpret/analyze the reports to identify errors
- Research the root cause of the issues and provide advice and make recommendations for changes to the application and/or business processes to reduce data quality and integrity issues
- Make data corrections as required

IMT Security and Information Access

- Based on knowledge of business and financial policy, FOIP, and IMT policies and guidelines pro-actively audit and monitor against IMT security/privacy/financial breaches
- Report any potential violations to senior management and/or GoA service desk as applicable
- Maintain and provide access to OCME's CMS, shared drive, other GoA applications, etc. to allow OCME staff to conduct their day to day duties

Represents the OCME's interests on department and cross department initiatives

- Ensures needs are addressed and recommendations support the activities of the OCME
- Consult with and provide advice to department and cross-department representatives on supported hardware and software content and usage
- Determines feasibility, priority, scheduling of changes to business applications
- Provides support to initiatives
- Provides input to GoA IMT strategic and tactical planning processes
- Provides input to the OCME's operational plan

Problem Solving

Typical problems solved:

The Analyst will need to solve IMT and related business process problems on a daily basis for OCME specific hardware and software. This can range from supporting a staff member with access to a shared drive to dealing with a software issue related to the OCME's CMS. To solve these problems the Analyst needs to be able to work independently and also know when to seek guidance from GoA policies, senior management and GoA IMT resources.

Types of guidance available for problem solving:

Guidance available for problem solving include:

- GoA IMT guidelines and policies
- GoA IMT resources (ex. GoA service desk, Technology and Innovation)
- Senior management including Director of Operations, Executive Director, and Chief Medical Examiner
- Other OCME program analyst(s)
- Data and Access Privacy Officers

Direct or indirect impacts of decisions:

The Analyst will consult with the Director of Operations, Executive Director, Operations Managers, Chief Medical Examiner and their counterpart in Edmonton as applicable before making any decisions that will have a business impact on OCME staff and service delivery.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders

Edmonton Program Analyst (i.e. counterpart position in Edmonton) - Will work closely with this position, receive initial training, collaboration on projects, coverage for leaves

Director of Operations: Reports to this position, primary source of information, task assignments, decision making, progress direction, check-ins, briefings, informational updates, respond to queries, coaching, performance reviews, etc.

CME: Task assignments, decision making, progress direction, check-ins, briefings, informational updates, respond to queries, coaching, etc.

Executive Director: Briefings, informational updates, discussions, respond to queries, decision making.
Edmonton and Calgary Manager of Operations: Work on projects together to ensure operational IMT needs are being met.

Other OCME Staff: Resolve IMT issues, define problems, provide guidance and support to resolve issues etc.

Finance Officer: Discuss financial, budget, and procurement and contracting matters.

Ministry offices and other divisions: Engages with on various OCME IMT initiatives.

Technology and Innovation IMT resources: Engages with on OCME IMT initiatives and projects.

External Stakeholders:

Suppliers/Contractors: Works with various IMT suppliers and contractors to implement enhancements, customizations, and upgrades to the OCME's hardware and software.

Other Ministries, Public Health Agency of Canada, Statistics Canada, Non-governmental Organizations, etc.: Provides data and information as applicable to stakeholders.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computing Science or Business Management Information Systems

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

- Must have a minimum of 2 years of experience in front line IMT delivery at a professional level
- Experienced with supporting, leading and delivering IMT projects
- Hands on experience delivering the programs/services to clients through the specific hardware and software
- Should be able to generate data, statistics, trends, graphs and complete analyses of data and information
- General knowledge of OCME and department's business programs and services
- Understanding of how IMT systems inter-relate and interact
- Strong facilitation and customer relationship skills to assist end users with day-to-day system application and operational issues
- Ability to facilitate training and knowledge transfer to end users
- Excellent communication (verbal and written) skills.
- Strong interpersonal and time-management skills.

- Analytical and problem solving skills to develop creative solutions to meet business needs.
- Strong consultation, presentation and decision making skills to liaise with business users to resolve problems and make informed decisions
- Ability to research and access information from a knowledge base
- Ability to adapt to changing work priorities.
- Ability to work with a limited amount of direction.
- Proficient in the use of various types of hardware and software
- Flexibility to adapt to an ever-changing environment.
- Ability to learn specialized skills required to support specific hardware and software applications.
- Strong project management and mediation skills.

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"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Systems thinking will be key to ensure that OCME's IMT requirements are being met to ensure service delivery. This includes maintaining an indepth knowledge of business processes so that IMT requirements can be enhanced, customized or upgraded as required.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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 	Engaging with staff and IMT resources to resolve complex IMT issues will be key. The Analyst will need to be comfortable with working with stakeholders to come up with solutions to IMT problems in an efficient manner ensuring minimal disruption to service delivery.
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes 	The OCME is a fast paced operational environment. The Analyst will need to stay up to date on business and operational process changes. The Analyst will also need to quickly pivot between

		<ul style="list-style-type: none"> • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	multiple IMT projects to ensure deliverables are being met.
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	The Analyst will work closely with various levels of GoA IMT staff/ resources. The Analyst will also be a key point for OCME staff to address the unique nature of the OCME's service. Must be able to maintain collaborative and professional relationships with a wide variety of professionals.

Benchmarks

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

- Business Analyst, Information Technology Systems Management

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