

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Business Analyst

Requested Class

Program Services 3

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Business Analyst provides project coordination, business analysis, process development, continuous improvement, and program support services that underpin delivery of Divisional objectives.

The Business Analyst ensures that proposed protocols, procedures, policy, and system enhancements support business operations and meet legislative, policy and user needs. When undertaking process development and enhancement projects, Lean Six Sigma principles shall be utilized.

The Business Analyst supports the planning, organization and coordination of project deliverables for the Division from the initiation phase through implementation. These activities typically encompass the review and re-engineering of processes, business rules, information requirements and supporting business objectives, ensuring that schedules align with divisional goals and the corporate business plan. The Business Analyst will create and maintain project management documents and reports, and work collaboratively with stakeholders to drive projects and ensure the timely delivery of objectives.

The Business Analyst supports Senior Business Advisors, the Senior Training Analyst and Program Excellence Manager by eliciting business processes from stakeholders and distilling that information into written formats including diagrams, standard operating procedures, user guides and others. In many cases, these "as-is" process documents will be used by the Business Analyst to refine workflows for greater

efficiency. In scenarios where no process exists, the Business Analyst will collaborate with Program Excellence team members to create new processes that are aligned with the objectives of the Division and Ministry.

Responsibilities

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

1. Using knowledge of business and stakeholder needs, business process design, Lean Six Sigma, and project coordination, lead projects from inception to completion, ensuring improved program/service delivery aligns with the Branch and Divisional strategic plans.

Activities:

- Collaborate with Branch and section teams to identify core issues and requirements for projects.
 - Create Business Cases, Statements of Work, go-forward/implementation plans, and other Project Management documents.
 - Develop project schedule plans, estimate resource requirements, and develop and monitor work plans for completion of project tasks.
 - Perform risk analysis and forecast costs.
 - Provide input on project schedules, strategies and resource requirements.
 - Effectively manage and respond to project change requests.
 - Manage multiple ongoing projects simultaneously to meet time frames.
 - Develop risk assessment and mitigation strategies.
 - Deliver post implementation reviews and lessons learned.
 - Create status and situational reporting, briefing notes, project plans and other support documents.
2. Provide business analysis services including requirements assessments, business case development, process engineering, and process modeling for the maintenance and enhancement of existing programs and applications.

Activities:

- Provide expertise and support for the identification, development, implementation and ongoing enhancement of existing programs and applications.
- Understand the business needs and goals that support maintenance, development, design and implementation of business solutions to simplify, improve, automate and/or implement new business operations.
- Develop proposals in response to identified business needs.
- Review and evaluate business deliverables combining user perspectives to ensure alignment with project and business objectives.
- Provide business application support to program areas, including planning assistance, user acceptance testing (UAT) development and execution, and other support as required.
- Define and draft business requirements by facilitating and participating in focus groups or requirements gathering working sessions.
- Ensure that business requirements are incorporated into detailed design specifications for business process development, ensuring legislation, program objectives, business rules, organizational policies and user needs are fully understood and addressed.
- Assess the impact of recommended enhancements to business processes and develop strategies for

implementation.

- Work with the Senior Training Analyst to design and document procedures and training manuals to enable and instruct users on the completion of business processes.
- Design, draft and maintain operational reports and information management processes.

3. Manage the organizational changes from enabling business applications and re-process engineering.

Activities:

- Create and coordinate the development and implementation of a communications plan to internal and external stakeholders for business process changes or enhancements.
- Design and facilitate change management activities to ready users for new business processes and tools associated with process enhancements.
- Work with the Senior Training Analyst to identify, coordinate and execute appropriate training strategies, plans, tools and materials for all impacted users.
- Develop quality assurance processes to ensure data integrity and compliance with legislation, policies and procedures.

Problem Solving

Typical problems solved:

The Business Analyst functions within the context of legislation, policies, directives and guidelines developed by business teams, department Executive, Policy Committees and Cabinet. Key pieces of legislation and policy that set parameters and expectations for the work of the Business Analyst include the, Traffic Safety Act and related regulations, the Government Organization Act, Freedom of Information and Protection of Privacy Act, as well as policies and guidelines established by Cabinet, the Minister, and Deputy Minister.

The position has the authority to lead planning and development of projects or aspects of projects that impact business processes across the Department and which are used by a significant number and range of staff and stakeholders. It is important for the position to apply their business acumen in a way that involves or accounts for all impacted parties, both internal and external to the department.

Typical challenges include leading working groups whose members may have conflicting priority initiatives and are resistant to change. In addition, the position will need to be agile and work through unforeseen delays, such as development delays, shifting policy direction, or negative stakeholder reactions. Support, solutions and recommendations must be creative, fiscally responsible, and acceptable to both senior leaders and stakeholders.

Coordinating with diverse work teams and committees requires mediation, facilitation, and negotiation skills including the ability to promote innovation, build consensus among stakeholders with varying perspectives and priorities, and motivate others to accept and adopt new concepts.

Types of guidance available for problem solving:

The Business Analyst will collaborate closely with members of the Program Excellence team to ensure the timely and effective delivery of services for the TSS division.

The Business Analyst will receive regular direction from the Program Excellence Manager, who will also serve as a point of escalation, as required.

The Business Analyst will preferably have training in Lean Six Sigma with a yellow or green belt certification, and incorporate process improvement strategies and reduce variations in processes to enhance results.

Business Analysts are generally required to use the Project Management Institute's 5 phases of project management to guide its approach to priority initiatives. However, operational support and projects assigned are likely to be broad in scope and complex. The position can look to previous, successful practices but will generally be expected to use their own analysis and judgment to implement or

recommend solutions.

This position works in a highly collaborative manner to ensure program delivery strategies are integrated with the Ministry business plan, project plans, and budget.

Direct or indirect impacts of decisions:

The Business Analyst collaborates with Unit, Branch, Division, Ministry, Government and stakeholder representatives to develop and improvement business processes, ensuring seamless integrations of processes and applications. This position directly impacts the delivery of Ministry strategic activities and indirectly impacts Motor Vehicle services for the general public.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Regular contact with and supervision from the Program Excellence Manager.
- Daily collaboration with other members of the Program Excellence team.
- Representatives from throughout the Ministry

External

- Representatives of other ministries (i.e. Service Alberta, Technology and Innovation, Alberta Justice etc.)
- Stakeholder organizations and committees
- Legal and law enforcement agencies
- Peers in other jurisdictions
- Vendors of various IT applications
- Business consultants and contractors

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

If other, specify:

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

- Experience leading projects with positive results.
- Experience eliciting business requirements from stakeholders and capturing that information in a variety of formats, including process maps, standard operating procedures, wikis, etc.
- Experience leading continuous improvement projects with measurable benefits.
- Training in Lean Six Sigma and experience applying these principals is considered an asset.
- PMP certification will be considered a significant 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none">• Engages perspective to seek root causes• Finds ways to improve complex systems• Employs resources from	The incumbent will need to be resourceful and strategic in their approach to supporting the TSS Division.

		other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	
Drive for Results	○ ○ ● ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	The individual will be expected to work with significant autonomy, creativity and results driven mindset to drive projects, capture information and improve processes in TSS.
Build Collaborative Environments	○ ○ ● ○ ○	Collaborates across functional areas and proactively addresses conflict: • 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	The incumbent will work closely with internal and external stakeholders to achieve positive results in defining and improving key divisional processes.

Benchmarks

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