

## New

Ministry

Justice

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Business Analyst

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

SSII, Modernization, IMT & Research, Projects & Sup.

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Director, Projects & Supports

Supervisor's Current Class

Senior Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

Alberta Justice helps ensure that all Albertans can live in safe and secure communities while having access to a fair and accessible justice system. Working alongside its partners in Court and Justice Services, Alberta Crown Prosecution Services, Legal Services, and other justice system stakeholders, the ministry has a direct or shared responsibility in all elements of the justice system in Alberta.

The Strategy, Support & Integrated Initiatives (SSII) division provides strategic and integrated support, cross-divisional services and ministerial priority initiatives for Justice. The Modernization, IMT and Research (MIR) branch of SSII provides rigorous support to other divisions within the justice system.

Under the MIR branch, the Projects and Support branch manages various projects, initiatives, and ad hoc work packages to support operational requirements, technology and reporting. The work of the branch significantly contributes to the Government of Alberta's commitment to public accountability and transparency.

Projects and Support unit encompasses an extensive range of initiatives and projects that collectively work to improve business processes, including modernization.

Reporting to the Director, Projects and Support, the Business Analyst (BA) plays a key role in the

evaluation of organizations current systems and processes. This position is responsible working with project teams and business units to analyze business needs, providing recommendations, develop and propose solutions to address challenges.

This position will select the appropriate business analysis approach for any project, initiative, or request, and display and maintain a high level of awareness as related to current industry best practices, organizational trends, and standards and practices being used to deliver or enhance business analysis approaches to solutions.

This position will play a crucial role in fostering seamless communication, collaboration and overall business support within the Projects and Support unit, as well as across divisions within Justice, the Courts, and with the Judiciary. They will act as a bridge between different divisions within the organization, ensuring effective communication and collaboration accounting for differences in context.

They will facilitate meetings, workshops, and brainstorming sessions to gather insights and steward cross-functional collaboration. Working in cross-functional teams, this position will coordinate efforts among resources to streamline and enhance overall efficiency. This position is accountable for the provision of comprehensive business support to client areas built on a solid foundation of understanding and analyzing business needs, and will reviewing deliverables for strategic and business alignment.

## **Responsibilities**

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

### **1. Provides support to the Director, Projects and Supports, in achieving the mandate and goals of the unit.**

Provides consultation and recommendations for BA projects, issues, opportunities, and challenges with respect to ongoing projects.

- Prepares briefing materials and responses to information requests, as required.
- Supports and/or leads the coordination of key unit priorities and projects, under the guidance of management.
- Collaborates with unit, branch, division, and other relevant stakeholders to ensure coordination and integration of system functions to meet business requirements and strategic priorities and goals.
- Provide timely and comprehensive updates to management based on key projects/activities in various formats (e.g.: briefings, presentations, reports, etc.), as requested.

### **2. Provide services related to business analysis and business process re-engineering, best practice, business rules, data requirements, workflows and supporting system processes.**

- Coordinates service and change request activities, including needs assessment, development planning and scoping with unit, branch, division, and ministry staff.
- Monitors the progress/status of service and change requests.
- Coordinates and/or supports the coordination of business readiness activities, including communications, development of user guides/procedures, and planning/delivery of training to users, etc.
- Ability to manage expectations and outcomes of various working group through collaboration and gathering of requirements.
- Provides advice, performs estimations on project resources from a BA perspective and leads the business into the best possible route specific to their project.
- Subject matter expert and primary point of contact for complex issues, outages and/or troubleshooting.
- Provides support to other areas in the branch, as required.

### **3. Provides expertise and guidance with BA tools, requirements to support continued success within the Ministry that will encompass the requirements for projects.**

- Collaborates with management and other relevant stakeholders to identify priority projects and improvements.
- Leads the coordination of project deliverables throughout the project life cycle, including activities related to: process mapping, project initiation, definition, and planning; business readiness and change management; implementation; post-production review and verification; project closure and post-implementation review; and ongoing monitoring.

• Facilitate working groups and engage participation, observation and discussion through numerous techniques to ensure accurate result are documented and understood by project teams and stakeholder and providing significant support, specialized expertise, and guidance to the RRE unit, while actively engaging stakeholder groups within the branch, division and/or ministry on project or committee work, as required.

**4. Provides leadership/guidance to team members and business areas through leading practices that support informed decision making and strategic development.**

- Maintaining and developing training materials such as manuals, guides, etc.
- Ensure those impacted by business and technology changes are involved and fully understand the process by conducting review meetings for new and affected business processes.
- Conducts research and analysis on relevant topics, designing and delivering analytical reports for management and other stakeholders.
- Involving training members in activities to keep them engaged.
- Depending on the assignment, the position may be required to supervise staff and/or contractors.

**Problem Solving**

Typical problems solved:

This position is primarily involved with innovating or modernizing existing business practices to benefit all partners and stakeholders. Some problems could include updating or redeveloping existing processes and their alignment with IT systems to better address the needs of program areas, or potentially combining systems that fulfill similar needs for multiple business units, resulting in a reduced maintenance cost, consistent cross-training, and consolidated data pools.

Various challenges can arise in activities related to system troubleshooting, developments and enhancements, including the complexities in the coordination and delivery of enhancements while working with diverse teams within the unit, branch, division and ministry; and maintaining an in-depth understanding of system functionality and potential issues, service and change request activities, and project delivery activities to support continuous improvement.

Types of guidance available for problem solving:

This position applies creativity and originality to responsibilities, particularly in relation to identifying and analyzing options to meet business needs. This position also applies a strong attention to detail to support business requirements and evidence-based decisions by management.

Given the diversity of issues and requirements impacting the design, analysis, and implementation of system development and enhancement projects, this role must be able to problem solve and make decisions when faced with multiple, and occasionally conflicting, perspectives and priorities.

The position must have strong leadership acumen to triage issues and know when to engage management on potential project issues and risks, etc. to proactively mitigate any issues. The position must be continually aware of how project issues may impact the project budget and schedule, and effectively know when management may need to be engaged on critical operational and project decisions.

The position must be able to maintain and enrich relationships with diverse stakeholder groups to successfully fulfill responsibilities, including: T&I technical teams/professionals and unit, branch, divisional and ministry partners and stakeholders.

Direct or indirect impacts of decisions:

This position has a key role in ensuring projects managed or used support legislative, policy, and business requirements, while aligning with branch, division, and ministry priorities and GoA standards. This position provides a critical link between Projects and Supports and other impacted business areas. The role provides expert guidance to help business areas define and understand their needs and system requirements.

This position provides guidance and liaises with other business areas projects and ongoing improvements. This position must have strong leadership acumen to know when to engage management directly on issues,

and to work proactively with teams to mitigate potential issues. The position must stay on top of key issues and stay connect with stakeholders and leadership, or project outcomes and objectives may not be successfully achieved.

Actions and decisions related to projects have significant impacts on business partners/clients. This position must possess the leadership skills to know when to engage with management on key issues, risks, and any project budget changes.

**Key Relationships**

Major stakeholders and purpose of interactions:

Representatives of the MIR branch - provide systems-related consultation, guidance, and advice; gather and clarify business requirements; scope options; develop project documents such as business cases and opportunity proposals; conduct strategic and operational planning; conduct planning of business process improvements; explain system processes and identify issues, gaps and opportunities for improvements; and identify and recommend process enhancements.

Representatives of other branches, divisions and/or ministries including but not limited to: Technology and Innovation, Justice, Public Safety and Emergency Services, and external stakeholders and partners.

**Required Education, Experience and Technical Competencies**

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

If other, specify:

Information Technology, Computer Science, Business Analysis, Project Management or related field

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

The position requires a bachelor's degree in a related field, and at least 4 years of related experience in supporting and/or leading projects. Equivalencies based on a two-year diploma and 6 years of experience, in lieu of a bachelor's degree may be considered.

Other required skills/abilities and experiences include:

- Advanced Microsoft Office skills, especially Excel, PowerPoint and Project
- Excellent written and verbal communication skills
- Experience working with analytics
- Strong knowledge of governing legislation, policies and related business applications that support unit activities (e.g.: FOIP Act, JOIN, ORCA, etc.)
- Strong interpersonal skills with a focus on customer service
- Strong facilitation skills
- Ability to positively influence, negotiate and to obtain commitment from others
- Understanding of basic accounting and budgeting processes

**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"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> </ul>	<ul style="list-style-type: none"> <li>- Leads stakeholder analysis and needs assessments to support project delivery, which requires an in-depth understanding of internal and external impacts.</li> <li>- Ongoing coordination with business partners is often required to support system enhancements,</li> </ul>

		<ul style="list-style-type: none"> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	developments, and troubleshooting.
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"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<ul style="list-style-type: none"> <li>- Leads stakeholder analysis and needs assessments to support project delivery, which requires an in-depth understanding of internal and external impacts.</li> <li>- Ongoing coordination with business partners is often required to support system enhancements, developments, and troubleshooting.</li> </ul>
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"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<ul style="list-style-type: none"> <li>- Engage business partners to think broadly about impact of projects and solutions.</li> <li>- Brings differing perspectives together and encourages debate.</li> <li>- Promotes collaboration and positive relationships (even in challenging circumstance) within and across groups and builds commitment to reach desired results.</li> </ul>
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"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a</li> </ul>	<ul style="list-style-type: none"> <li>- This position is responsible to adapt and act on high priority changes.</li> <li>- The position must have in-depth/expert knowledge which may results in quick analysis and decisions that can be made with confidence.</li> </ul>

**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.

\_\_\_\_\_  
Supervisor / Manager Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Supervisor / Manager Signature

\_\_\_\_\_  
Director / Executive Director Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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ADM Signature

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DM Name

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Date yyyy-mm-dd

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DM Signature