Ministry

Infrastructure

Describe: Basic Job Details

Position Name (30 characters)

Business Analyst

Current Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Organizational Structure

Division, Branch/Unit

SIO, TSPB/Facility Evaluation

Supervisor's Position Name (30 characters)

Manager, Facility Evaluation

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2024-10-22

Responsibilities Added:

Engage in the VFA software replacement project by collaborating with client ministry stakeholders at the managerial and directorial levels. Gather relevant information to achieve desired business outcomes and translate those requirements into the software solution.

Review, analyze and develop business processes that aligns with new software solution. The added responsibility will amount to at minimum 50% of the work load for the business analyst in addition to the below listed tasks.

The Business Analyst will be required to provide support in the absence of the manager, utilizing their comprehensive understanding of the program's strategic direction.

Responsibilities Removed:

None.

Job Purpose and Organizational Context

Why the job exists:

The Facility Conditions and Evaluations Unit is the ministry's centre of excellence and technical expertise in facility assessment and building condition information for provincially owned and supported buildings. The Unit implements the Facility Evaluation Program (FEP), which significantly contributes to quality and value for investment in facilities that are owned or supported by the Government of Alberta (health facilities, schools, post-secondary institutions, seniors, and government facilities). The Unit ensures that consultants, processes, and information systems support the collection of quality information at the building level and that the GoA realizes value from the Facility Evaluation Program.

The Business Analyst is responsible for ongoing assessment of elements of the Facility Evaluation Program and the related information management systems (e.g., VFA) to identify improvements that enhance the program delivery and outputs and increase alignment and linkages to related GoA programs and systems. This includes leading business process reviews, process improvements, business case development, risk and quality assurance functions, end user training, and representing FEP needs and inputs in the planning and design of information systems and processes.

This Business Analyst translates a solid understanding of the current business environment, organization business plans, applicable policies, and guidelines, as well as business and corporate objectives to drive out optimal process and quality improvement solutions. The work of the position draws on a balance of program process improvement and information technology and management system improvement to generate improvements where needed to the program.

The Business Analyst will participate in activities associated with the replacement of the VFA software, acting as a liaison among the Facility Evaluation team, stakeholders, and end-users. The successful candidate will evaluate the impact of the software change on the Facility Evaluation team, the client ministry, and end-users. Additionally, the Business Analyst will update relevant documentation and business processes to ensure that the software replacement aligns with organizational objectives.

Responsibilities

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

Plan and facilitate FEP improvements to achieve program goals and meet needs of multiple stakeholders.
- Participate in the planning of business process reviews for new business process development, reengineering, and process enhancements and ensure alignment to overarching program goals and integration into broader department processes and functions (e.g., Capital Maintenance and Renewal - CMR).
- Provide inputs to program policy.
- Complete research into best practice to recommendation options for how program processes should be set up.
- Complete process mapping and related documentation, ensuring documents are current and accurate.
- Develop and evaluate alternatives and recommend optimal business processes and system design options, identify and assess process opportunities for efficiency, effectiveness, business impact and risks, and recommend and prioritize changes to processes.
- Develop and implement change management strategies to facilitate adoption to new or improved program processes, working with internal and external stakeholders.
- Develop support resources and tools for stakeholders to foster consistent application of program processes.
- Identify opportunities for process reviews, re-engineering, streamlining or enhancement in the pursuance of continuous improvement.

Support the establishment and maintenance of a centralized facility condition software application to be used in the planning of capital maintenance and renewal project identification.
- Provide input on the most sustainable approach to be used in the development of each business application project to ensure business objectives and data integrity are achieved. BA recommendations include details of resource requirements, dependencies, interdependencies, policy implications and an understanding of internal and external factors for consideration.
- Plan and complete consultations and review of business needs to establish facility evaluation standards and methodology for use with this application; verify effectiveness and compliance of these standards and methodology on an ongoing basis.

- Define and draft business requirements by facilitating and participating in focus groups or requirements identification working sessions.
- Identify and assess the impacts to the Program staff and other internal and external stakeholders due to the introduction of new tools and processes.
- Coordinate user-acceptance testing, working with IT teams and application vendors.
- Work with software users and vendors, and other key stakeholders in a process of continuous application and process improvement.
- Participate in the evaluation of alternatives and recommend optimal business process and system design options for consideration by senior staff (e.g., develop Business Cases and contribute to Cost/Benefit recommendations and Value Metrics analysis).

Manage and coordinate evaluation projects to achieve FEP and unit goals.
- Develop project plans for program or system reviews determining the most suitable approach to be used for each applicable program or project, to ensure business objectives and data integrity are achieved.
- Track and monitor ongoing projects.
- Identify project lessons learned to inform future project (e.g., better ways to engage stakeholders).
- Stakeholder consultation to learn requirements and business requirements and needs assessment how to make the program as valuable as possible.
- Create and provide status and situational reporting, briefing notes, project plans and other support documents.
- Participate in and lead Request for Proposals and other vendor/contractor/consulting activities.

Maintain stakeholder relationships to support program implementation.
- Respond to program or system queries as needed from various stakeholders including completion of Action Requests.
- Maintain ongoing stakeholder relationships to support identification of improvement opportunities and/or their implementation.
- Design and document procedures and training manuals to enable and instruct users on the completion of business processes.
- Represent FEP in working groups, department committees, project teams. etc. for program and business application support, development and enhancements.

Facilitate the transition from the current software used for Facility Evaluations (VFA) to the new replacement software.
- Representing the FEP, act as liaison between the software development business and the FEP.

- Facilitate conversations with stakeholders and end users to understand their business needs for the FEP program.

- Develop and update business processes to align the new software with organizational objectives.

- Working closely with the team's application specialist, participate in data migration processes ensuring a smooth transition for client ministry stakeholders and end users.

Problem Solving

Typical problems solved:

The Business Analyst involves branch/department users, internal and external stakeholders and others impacted by program or system changes and helps them to fully understand the out-going and in-coming processes. Typical challenges include leading working groups whose members might have conflicting priority initiatives and time-sensitive operational duties. In addition, the position will need to be agile and able to 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. They must also integrate with other related initiatives such as CMR and stakeholders' use own tracking systems.

Types of guidance available for problem solving:

The Business Analyst is delegated independence in determining areas of focus and approaches to completing projects and working with stakeholders. Industry standards and process, professional knowledge, experience, and consultation with FEP staff, or other units or departments also inform problem-solving. 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. The Business Analyst must be able to negotiate a path forward for each analysis project, consulting with the Manager on matters with potential for program-level impacts. This position works in a highly collaborative manner to ensure that FEP processes are integrated with other Ministry initiatives. Consideration of how the program and application systems processes align with the broader Division and Ministry objectives/mandates/etc. is essential and requires the Business Analyst to balance the needs of stakeholders with the broader objectives of ministry and government policy directions.

Direct or indirect impacts of decisions:

Facility evaluations are executed for a wide cross section of government departments, boards, and agencies and supported stakeholders across the province. Information provided by the Facility Evaluation program, will provide critical inputs to maintenance and capital planning and decisions for short- and long-term funds allocation, with the potential for significant impact on stakeholders and the Ministry. The Business Analyst has a direct impact of system program processes, which underpin efficient and effective completion of facility evaluations and their integration to related Ministry initiatives such as CMR. This work also impacts the perceived program value by contracted consultants and client departments. Business analysis also impacts usability of the VFA system by multiple stakeholders and any potential new developments in the future.

Key Relationships

Major stakeholders and purpose of interactions:

- Manager and FEP staff - project planning and management; provide status updates and raises awareness to issues of significance / escalated situations; collaborate with peers and share information to the benefit of the program.
- Client Ministry Representatives (e.g., Infrastructure, Health, Education, Advanced Education, Seniors and Community and Social Services) - engage in business analysis and improvement projects and consult on program process needs; provide support and training resources or Program information.
- Building Owners/Operators/End-users (e.g., - school jurisdictions, post-secondary institutions, Alberta health Services) - engage and consult on program process needs; provide support and training resources or program information and software applications to update data, run reports, etc. Work collaboratively to develop policies and procedures with end users and other stakeholders to support the Facility Evaluation program.
- Consultant Industry/Organizations- Work with the consultant industry in the development of the Facility Evaluation program processes and system needs; provide support and training resources for systems use and/or Program information.
- Software Vendors/Ministry of Technology and Innovation- Work with software vendors and the Ministry of Technology and Innovation to ensure the software application and database used in the Facility Evaluation program is functional and meets the needs of all stakeholders; represent the program stakeholder needs in improvement projects or in the development of new systems and databases.
- Other jurisdictions and industry - liaise to gain understanding of leading practices.

Required Education, Experience and Technical Competencies

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

If other, specify:

Business Administration, Computer and Information Science

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

Education and Experience
- University graduation in a related field such as business administration, computer and information science, plus a minimum of two (2) years progressively responsible related experience. Equivalencies considered: Directly related education or experience will be considered on the basis of 1 year of education for 1 year of experience;

or1 year of experience for 1 year of education.
- Experience with business analysis methodology is an asset.
- Experience with project management is an asset.
- Experience and knowledge of building maintenance and construction is an asset.
- Experience with database setup and management is an asset.
- Completed business analysis certification is an asset.

Technical Competencies, certification and/or training
- Knowledge of the Facility Evaluation Program policy, goals, and priorities and how it is connected to other related department programs and business priorities.
- Knowledge of business analysis and continuous improvement theories, approaches, methods, and best practices
- Knowledge of approaches and methods for developing and delivering training to different audiences.
- Ability to use business software applications and program related information systems (e.g., Microsoft Office suite including Visio, SharePoint, Excel, various databases, project management tools).
- Ability to gather and synthesize information from multiple sources and distil and report on analysis to Ministry executives, stakeholders, and staff.
- Ability to lead and facilitate workshops and consultations with various stakeholders to gather business opportunities, systemic changes, requirements, and business processes.
- Sound research skills and ability to analyze and formulate recommendations.
- Well-developed interpersonal, communication and presentation skills to develop and maintain positive working and consultative relationships with colleagues and with diverse groups of stakeholders.
- Project planning and management skills.
- Well-developed time management and organization skills.
- Problem solving, risk assessment and innovative thinking about how to improve programs and processes.
- Ability to conceptualize complex problems, analyze and develop alternative solutions and integrate conceptual and practical experiences in the problem-solving process.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • 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	With the transition from VFA to the software, it is imperative to have deep understanding of the FEP and take a holistic long-term view of the integration of the new software. Additionally, the development of the FE team forces collaboration with team members and client ministry stakeholders to better align business outcomes.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems	Asks questions to get a deeper understanding of the present issue. Collects a breadth of information and perspectives to make a choice between potential solutions and evaluate how

		• Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	effective the solutions will be.
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	Collaborates across functional areas and proactively encourages broad thinking on projects, and works to eliminate barriers to progress and facilitates communication and collaboration.
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	Takes past experiences into consideration when making plans and adjust plans based on learnings. Identifies and acts on opportunities to work with other groups to achieve desired outcomes.