

## Update

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Business Analyst

Current 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

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

This Business Analyst position is a key member of the Product Delivery team within Technology & Innovation. The Energy and Minerals Product Delivery Unit supports and participates in daily operational activities to ensure the ongoing integrity and security of ministry IT applications.

The Business Analyst assists the Application Manager throughout all phases of a project (initiating, planning, controlling, and closing). This includes developing and reviewing project plans, estimates, costs, contracts, schedules, and resources. The Business Analyst ensures that deliverables are on target (in terms of time and cost) and that the final product meets quality standards for the client. By establishing iteration plans and managing development work, the Business Analyst ensures that both clients and support teams work toward the same goals, deadlines are met, and the clients receive the expected application functionality when needed. Activities related to change management ensure smooth transitions for all stakeholders, while additional support efforts guarantee the application's stability and availability.

The incumbent must be proficient in business and process analysis, with the ability to assist in defining business requirements for system changes and enhancements. They will also act as a liaison between stakeholders, business units, GoA Management teams, and the information technology partners supporting the technical environment. The incumbent works with business partners to provide recommendations on new and/or existing program initiatives, leading to the development and implementation of new and enhanced programs. The focus is on efficient customer service, in alignment with the Energy and Minerals business plan objectives. This role also involves researching business and system issues, identifying core problems, and recommending solutions. In addition, the incumbent will review business and system problems, identify root causes, and suggest solutions. Responsibilities also include reviewing and investigating new legislation and/or business practices related to ministry applications and their functionalities.

Finally, the incumbent will participate in design sessions, assist in preparing business requirements/specifications, conduct functional and integrated testing and testing coordination, and carry out other project activities required to meet existing and emerging ministry and cross-government needs. All work is completed in accordance with government, departmental, and divisional information technology guidelines, policies, procedures, and practices.

## Responsibilities

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

### **1. Contribute to initiatives to modernize and enhance product and service delivery.**

- Identify opportunities for process improvement and contribute to initiatives.
- Gather technical requirements and implement new technologies to support reporting requests, process re-engineering, application configuration/customizations.
- Work closely with Release Manager, Program and Project Managers to coordinate releases across multiple technology teams, from inception to delivery.
- Monitor and respond to open tickets through an incident management system, coordinate incidents with the internal application development and technology infrastructure teams .
- Leverage scrum and other agile approaches to facilitate cross-team delivery.
- Plan and prioritize product development and product feature backlog.
- Work with internal customers to analyze the needs and align product road map to strategic goals.
- Participate in scrum meetings and product sprints.
- Support the application support and development manager.

### **2. Design business and application services. Maintain and create required documentation to ensures successful delivery of product delivery through collaboration and detailed documentation.**

- Lead consultations and facilitate stakeholder meetings.

- Create business requirements, functional specifications and technical requirements.
- Create new business and technical processes and complete business process reviews/re-engineering for existing processes.
- Facilitate business process improvement sessions.
- Assist in the development of new IT services.
- Schedule, organize and lead project status meetings and other meetings as required.
- Provide support by bridging communication between vendors, client ministries, and corporate technical and business teams.
- Escalate unresolved issues/risks, options and recommendations.
- Responsible for business architecture design, software system specifications design, and database modelling.
- Participate iterative development using model-based processes.
- Perform project management, business and technical analysis and systems design in delivering complex software solutions spanning n-tier development environments.
- Prepare, update and manage documents defining the business requirements, software requirements, functional design, and project plans and schedules reflecting achievable deliverables for the applications.
- Prepare regular project status reports indicating project deliverables, possible risk and issues, timelines and anticipated effort.
- Ensure appropriate project communication occurs to all parties involved during all phases of the project.
- Identify required user training.
- Additional responsibilities as required by the Project Manager for a Business Analyst or Lead Technical Analyst role.

### **3. Data administration and quality control of the applications and associated interfaces/sub systems and its stakeholders.**

- Assist in the production and review of system reports (i.e. audit reports, management reports, accounting reports and system interface reports) generated on both a regular and ad hoc basis to ensure data accuracy.
- The position must assure the future service, accuracy and integrity of the data in the Energy and Minerals Suite of applications and ensure the system processes are supporting the business and legislation.
- Maintain various documents and artifacts that are required to support Energy and Minerals applications' functionality.
- Identify system problems and potential business implications to internal and external users resulting from program enhancements or new releases.
- Assist and/or initiate the creation of potential new programs or functionality for correcting data that cannot be corrected by an existing program.
- Review data corrections that can only be made by the application support team.
- Participate in Disaster Recovery Planning, prepare relevant test plans and assist in performance, stress and disaster recovery testing.
- Assist in the production and maintenance/updates for all required documentation relating to the Energy and Minerals Suite of applications system for the Auditor General.

- Ensure standards are followed for records management for all application operations -----source documents.

#### **4. Problem analysis and resolution, Acceptance Testing and corrective Change Management.**

- Plan, coordinate and conduct functional and/or user testing when required, analyze identified system problems and raise appropriate requests to correct problems in all application environments.
- Prepare test plans, scenarios scripts and communications plans for product fixes/updates.
- Log defects and problems detected during testing, determine the severity level, prepare and submit change requests and provide recommendations or decisions for alternative solutions.
- Review and monitor test results and assist with reports, schedules and implementation plans.

#### **5. Involvement in planning, research, development and implementation of application enhancements and new releases.**

- Work with the business, plan, research and design of system transactions, functionality, report/document formats and system interfaces.
- Work with the business, participate in project deliverables from initiation through to the implementation phase. This activity encompasses a thorough review of business rules, design and functional specifications, data requirements and support system processes, ensuring the objectives are met and schedules align with the project plan.
- Review business design to ensure that system design specifications meet the business requirements specifications.
- Monitor test activities to ensure system functions are accurately developed and meet specifications and business requirements.
- Liaise between stakeholders, management, and technical groups during design, development and implementation.
- Preparation of communication material for informing and updating affected program areas and stakeholders on project progression.
- Develop and maintain client relationships with business staff and stakeholders by effectively resolving problems and responding to concerns.
- Ensure signoff for all testing related to system enhancements, corrections and value-added projects for Energy and Minerals applications and related interfaces.
- Develop strong understanding of all current legislation is required to ensure accurate and timely revisions are made to support the administration of legislation.
- Ensure all legislative guidelines are followed regarding the release of information.

#### **6. Monitor all changes to the applications in a controlled manner, to effect a smooth and timely transition for the clients and other support areas.**

- Follow procedures for change management and ensure they are communicated to, understood by, and followed by the team, clients, and all IMTS sections.
- Verify the priority of each work item is assessed according to established criteria, and that work items are assigned to iteration or designated as an emergency item accordingly.
- Monitor appropriate levels of testing, including acceptance testing by clients, is carried out prior to implementation of any work item.
- Ensure that implementation plans are developed, and migration procedures are followed for each iteration.
- Follow up with testing team regarding raised tickets and rejected work items.

- Have proper documentation on changes related to work items.
- Participate in test strategy planning.
- Participate when requested in acceptance test related meetings.

**7. Build an effective relationship with the applications clients in which they solicit and trust the team's advice on the use of technology in relation to performance of their business.**

- Develop a solid understanding of the business being conducted.
- Respond to problems or queries on any topics relating to the clients' business and applications.
- Act on their behalf in dealing with technical issues involving other departments or external stakeholders.
- Act as an advocate for the client when interacting with other areas.

**8. Provide production operation and support tasks to ensure the smooth and efficient operation of the applications.**

- Help ensure integrity and optimal performance of application and databases.
- Test upgrades to vendor products (such as operating systems, compilers and utilities, job scheduler, database management systems, etc.) to maintain continued application stability.
- Provide on-call support after hours and on weekends, as required.
- Develop disaster recovery plans.
- Gather and provide evidence for audit services team.
- Execute and/or coordinate disaster recovery exercises to ensure effective recovery of departmental systems in the event of a true disaster.
- Support Production Operations Team.

## Problem Solving

Typical problems solved:

This position requires superior analysis, reasoning, evaluation, judgment, and problem-solving skills. Significant interpretive, evaluative, and developmental thinking is required, along with the ability to understand complex relationships and facilitate decision-making processes involving Business stakeholders and senior decision-makers.

This position often faces situations that are unstructured where approaches to solving problems are not determined.

Examples of challenging situations the position faces that must be resolved:

- Working with diverse stakeholders with varying approaches.
- Building and sustaining trust between various stakeholders.
- Drawing upon deductive and analytical skills to make decisions in the absence of all the desired information because the information does not exist.
- Working in high pressure situations such as system outages - communications with external and internal stakeholders.

The position requires the following skills and abilities:

- Strong analytical, problem solving and critical analysis skills.
- Ability to manage time commitments of concurrent activities involving collaborating with multiple stakeholders.
- Ability to network and build and sustain strong relationships/partnerships/alliances.
- Ability to synthesize information and provide recommendations.
- Ability to translate business needs into requirements.
- Ability to work both independently and in a collaborative team-oriented environment.
- Ability to be agile and shift priorities to meet changing demands and timelines.
- Experience providing direct support to varying business teams.
- Ability to understand business needs and address issues effectively and efficiently.
- Wide degree of creativity and lateral thinking.

Types of guidance available for problem solving:

This position requires a high level of creativity and problem-solving abilities. When faced with an unusual problem, the incumbent has the following resources available:

- Documentation found within files to determine if the problem has occurred before and how it was handled/mitigated.
- Peers within the unit.
- Manager.
- External and Internal stakeholders.

Direct or indirect impacts of decisions:

This position works with minimal direction, applying good discretion when making decisions. Latitude is afforded when making decisions, providing recommendations, planning, initiating, and completing work based on business expectations and technology requirements.

Decisions made can impact critical service delivery.

Decisions can impact other technology platforms and product development

## Key Relationships

Major stakeholders and purpose of interactions:

Primarily reporting to the Manager, this position:

- Will be required to elicit and oversee participation from working, management and executive level resources within the program areas
- Will design, develop and deliver communications and training, as required, to increase the buy-in and acceptance of changes/enhancements introduced to and facilitate solution transition
- May be required to participate on a variety of committees to identify and resolve issues related to new business needs and associated solution development
- Will participate with and liaise with multiple stakeholders (internal and external), depending on the nature of the work and/or projects

This role interacts and builds internal relationships with the following key stakeholder groups:

- Senior Management
- Liaise with Technology and Innovation teams such as Cyber Security and audit Services teams.
- Energy and Minerals business units with the access to supported applications.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other	Business	

If other, specify:

Computer Science/Information Technology

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

- Experience in gathering business, functional, and technical requirements through interviews, workshops, surveys, and document analysis. Exposure to creating operational documentation to support audit requirements and disaster recovery exercises.
- Proficient in creating clear and comprehensive requirements documentation, such as business requirements documents (BRDs), functional specifications, user stories, and use cases.
- Experience in functional testing, including system testing, user acceptance testing (UAT), and regression testing. Ability to document and track defects, ensuring they are resolved before product delivery.
- Risk mitigation skills and ability to identify project risks, analyze their impact, and develop mitigation plans to address potential issues before they arise.
- Familiarity with change management software or platforms like ServiceNow to manage incidents, problems, and changes within IT systems.
- Ability to work closely with development teams and understand technical aspects of software projects.

### 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"/>	<b>Works in a changing environment and takes initiative to change:</b> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<b>Works with vendor to understand what is available and how they can be leveraged in an ever changing environment.</b>  <b>Able to handle high-stress situations and make decisions when a clear direction is not available.</b>

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Works with clients to gain a better understanding of the issue/problem.</p> <p>Works with internal and external stakeholders to determine if there is a better way to solve issues/problems.</p>
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"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>Evaluates proposed solutions and considers implications.</p> <p>Works with clients to gain a better understanding of the impacts.</p> <p>Can evaluate potential impacts.</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Uses past experience to determine a path forward.</p> <p>Review outcomes of decisions made.</p> <p>Works with vendor and client to ensure appropriate outcomes.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>Gain understanding of Technology and Information (TI) processes, teams and their responsibilities.</p> <p>Bring TI teams together to achieve the desired outcomes and meet deliverables while taking everyones point of view into account.</p>