



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Health and Social Services	Strategic Business Analyst	
Position Number(s)	Community	Division/Region(s)
49-13509	Yellowknife	Information Services

PURPOSE OF THE POSITION

The Strategic Business Analyst is responsible for planning, monitoring and evaluating the delivery and integration of electronic Health and Social Services (eHSS) Systems with all clinical and social programming. This includes cross-departmental service provision.

The incumbent conducts clinical and business requirements analysis for emerging technology and solutions, research, analyses results, and provides recommendations on issues related to the delivery of eHSS solutions throughout the Northwest Territories (NWT).

SCOPE

Located in Yellowknife and reporting to the Manager, Informatics Strategy, the Strategic Business Analyst provides advice and makes recommendations on matters related to the utilization, design, delivery and expansion of eHSS Systems throughout the NWT. Through the use of sound planning, monitoring and evaluation techniques, the incumbent helps to ensure that eHSS Systems enhance an accessible, efficient and sustainable delivery of health and social services (HSS) programs to NWT residents.

To ensure that eHSS Systems remain responsive to changing technology, advances in medical practice and the HSS needs of NWT residents, the incumbent develops short and long-term plans as well as monitoring criteria. The application of standards and monitoring mechanisms are critical to ensure that the services are delivered according to national and jurisdictional standards and best practices. The compliance mechanisms are supported through legislation, accreditation processes, audits, surveys and through agreements with the Northwest Territories Health and Social Services Authority (NTHSSA).

The position involves working individually and concurrently on multiple initiatives of varying complexity that involve other Departments, the NTHSSA, and southern providers. The incumbent completes many tasks by leading teams and consulting with stakeholders. The Strategic Business Analyst identifies priorities, develops short and long-term plans for identified projects, and coordinates and/or reviews project work assigned to the members. The incumbent recommends and is guided by strategic and operational objectives of the Division, the Department and Government of the Northwest Territories (GNWT).

eHSS Systems and support services are used on a daily basis by HSS personnel NWT-wide, including administrators, planners, analysts, physicians, nurses, social workers, and allied workers. This is the largest and most complex system-of-systems network within the GNWT with over 100 systems supporting operations within the HSS environment.

RESPONSIBILITIES

1. Perform business analysis/feasibility studies on large-scale, NWT-wide, eHSS systems.

- Consult with Senior Managers and end-users including physicians, nurses, and allied HSS practitioners to determine anticipated inputs and outcomes;
- Conduct initial needs assessments with preliminary analysis on project needs and project results;
- Assists with the coordination of the HSS annual GNWT informatics capital funding submission package to the Informatics Policy Council, including business cases, preliminary analyses, briefing notes and other materials as required;
- Employ expert modeling techniques and data driven development methods to ensure proposed solutions will meet desired outcomes;
- Investigate potential systems/vendors/suppliers/contractors (hardware and software) that may be able to deliver systems requirements;
- Determine potential costs and benefits of implementing or upgrading systems;
- Perform a cost/benefit analysis and make recommendations on the feasibility of projects and on the most suitable solutions;
- Work with Managers and Senior Managers to prepare a business plan and project proposal including cost estimates;
- Work with Managers and Senior Managers to develop project specifications, terms of reference, and project evaluation criteria;
- Provide expert advice and guidance on selection of systems/vendors/suppliers/contractors;
- Ensure that business needs are communicated within the Information Services Division;
- Identify opportunities for business improvement using eHSS solutions; and
- Prepare regular reports on proposed business solutions and options.

2. Assist In the development of informatics business planning exercises for the Division as it relates to the Territorial HSS Informatics Strategic Plan and the Departmental Business Plan.

- Provide expert advice and guidance to the Chief Information Officer (CIO) on current industry trends and solutions to information and informatics needs;
- Stay abreast of Canada Health Infoway strategic direction, programs, funding opportunities, and pan-Canadian requirements as they relate to NWT eHSS informatics strategic plan and roadmap;
- Ensure that there is a bridging of Departmental and NTHSSA IT/IS/IM policy and the technologies being developed;
- Develop and recommend eHSS System evaluation tools that consider facility accreditation standards, facility management, risk management, and quality assurance standards;
- Assist in determining informatics priorities in consultation with the CIO and Senior Managers at the Department as well as the NTHSSA.
- Assist with the internal and external promotion, communication, and marketing of the Territorial HSS Informatics Strategic Plan;
- Develop monitoring and reporting systems through researching current Canadian and International eHSS Systems evaluation frameworks and standards;
- Develop and assess evaluation tool(s) and adjusts according to changing standards, practices and HSS system requirements;
- Regularly present, to a wide range of audiences, general and technical briefings on topics related to projects and initiatives; and
- Develop and coordinate communication content for the Division and Territorial eHSS Initiatives, for sharing status of Initiatives and success stories, testimonials of accomplishments.

3. Support NWT electronic Governance (eGovernance) structures and ensure processes align with Territorial HSS strategic direction.

- Coordinate eHSS committee meetings and activities under the direction of the committee Chair(s);
- Liaise and collaborate with appropriate subject matter experts (SMEs), Departmental and NTHSSA staff, other GNWT representatives, vendors, committees, and working groups to address and resolve eHSS issues and support eHSS Systems initiatives;
- Serve as the Division contact and SMEs for knowledge on eGovernance current state;
- Alert the DHSS CIO via the Manager, Informatics Strategy of anticipated concerns, conflicts, and risks that impact the successful planning and implementation of eHSS Systems as they relate to eGovernance structures and processes;
- Stay current of trends in eGovernance across Canada;
- Establish and maintain current content in an electronic eHealth reference library; and
- Serve as the NWT representative and actively partake in regular meetings of appropriate national eHSS committees and working groups.

4. Performs other duties as required.

WORKING CONDITIONS

Physical Demands

Consistent with the typical GNWT office environment.

Environmental Conditions

Consistent with the typical GNWT office environment.

Sensory Demands

Consistent with the typical GNWT office environment.

Mental Demands

Mental fatigue is common as a result of the heavy workload for the position along with the need to balance competing priorities, the need for intense analytical work and the pressures of managing several complex projects which are often impacted by tight deadlines and competing interests. Unexpected demands, competing priorities and ambiguity frequently add to the stress and mental fatigue.

KNOWLEDGE, SKILLS AND ABILITIES

- In-depth knowledge of informatics and information systems, design, development, implementation, and maintenance;
- In-depth knowledge of software development and hardware capabilities and requirements including delivery platform/technical architecture;
- Knowledge of Systems Development Life Cycle (SDLC) methodologies;
- Expert knowledge of relevant operating systems, hardware environments, software packages, database concepts and tools, and data modeling tools;
- Proven informatics business analysis skills including the ability to conduct feasibility and cost/benefit analysis studies;
- Proven informatics business management skills including the ability to prepare technical specifications and Requests for Proposals and review submissions;
- Ability to conduct complex information systems needs assessments and prepare systems designs;
- Ability to understand and meet technical and operational standards, protocols, policies and procedures;
- Excellent priority setting and organizational skills including the ability to efficiently and effectively concurrently lead or coordinate multiple and diverse projects using project management tools and methods;
- Excellent verbal and presentation communication skills including the ability to translate complex technical information into plain language for a variety of stakeholders including Senior Management, Middle Management and system users including physicians, nurses, and allied HSS practitioners;

- Excellent written communication skills including the ability to develop complex informatics strategic and business plans in plain language;
- Ability to escalate issues that are beyond the incumbent's scope;
- Ability to absorb and retain information quickly;
- Ability to work in a team environment;
- Highly self-motivated and directed;
- Keen attention to detail;
- A high level of adaptability and initiative; and
- Solid understanding of the health care system and the delivery of eHSS services.

Typically, the above qualifications would be attained by:

A Bachelor's degree in Information Systems, Computer Science; Health Informatics or related field and 4 years of recent experience in Information Technology including at least two years in business analysis.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Aboriginal language: To choose a language, click here.

- ☐ Required
- ☐ Preferred