Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Finance	Business Analyst	

Position Number	Community	Division/Region
15-12401	Yellowknife	Enterprise Resource Planning Systems/HQ

PURPOSE OF THE POSITION

The Business Analyst is responsible for providing functional support, requirements definition, design and implementation services for the PeopleSoft Enterprise Resource Planning System, known internally as the System for Accountability and Management (SAM). Additionally the Business Analyst supports the business user community (Government of the Northwest Territories (GNWT) and Northwest Territories Housing Corporation (NWTHC)) by engaging and understanding their business needs and targeting system enhancements, business process changes, and analysis that provide the best possible information for tracking, reporting and planning their activities. The incumbent must ensure coordination of any changes with the SAM training staff to ensure user training materials and documentation are updated to reflect system changes.

SCOPE

Located in Yellowknife and reporting to the Senior Business Analyst, the incumbent functions as a cross application/business process specialist in the provision of operational support services and a functional team leads on a Systems Development projects. The position is a key contact with stakeholders and liaises with the finance managers, and purchasing managers, program managers, end users and service providers. The Business Analyst develops effective liaisons with the user community, participates in the development of project strategies and plans and will provide functional lead supervision in the execution of activity deliverables. The incumbent acts as a resource authority on business functions ranging from budgeting, forecasting, accounts payable, accounts receivable, transfer payments, chart of accounts, procurement, journal adjustments, expense management, grants and contributions, tangible capital asset management and financial reporting.

The incumbent provides advice and recommendations in the development of major SAM functional and technical enhancements and coordinates the implementation of new and approved modules across the GNWT. The incumbent is responsible for identifying opportunities to reduce customizations and maximize the system capabilities.

The incumbent participates in development, enhancements and projects; and designs and implements technology solutions to support the strategic direction of government, and policies and practices that affect business processes. The incumbent is required to design common solutions to address user needs within the context of the governing business rules and the established SAM Standards. The position works with the user community to define business requirements and to design, implement, and upgrade SAM. To accomplish this the incumbent will have to work with other members of the SAM team, departments and occasionally contractors to ensure they have a full understanding to: oversee or develop functional specifications; providing the oversight and or direct input into the design; test system functionality; ensure quality and standards meet defined expectations; and produce documentation or deliverables in support of the SAM team activities. The incumbent support a formal end user advisory group as well as working closely with the Department of Human Resources technical group that supports the PeopleSoft Human Capital Management (HCM) system.

The Business Analyst role involves a government wide focus that must find the balance between the Government and Department specific business goals and objectives while, at the same time, trying to meet the business needs of the client ministries and other stakeholders. The position plays a key role in pro-actively engaging departments and stakeholders to ensure the effective implementation of SAM modules and functionality that supports current and future business needs. The position is involved with the development of new and innovative approaches to information and process management, and must anticipate and react to emerging information requirements to support new policy initiatives and business requirements. The incumbent is required to have an in depth knowledge of the legislation and policies that impact GNWT business processes to assess viability of any proposed or required change.

The incumbent is also responsible for assisting with the design, development, and delivery of SAM user training; and is expected to deliver modules training in areas of their expertise.

RESPONSIBILITIES

1. **Provides leadership and support to stakeholders and project teams in the analysis, configuration, design, testing, quality assurance, and implementation of upgrades/new releases, modules, and functionality to ensure cross-government consistency and alignment to Government and Department business goals and objectives.**
   - Provides expertise in SAM functionality.
   - Provides recommendations in the development of major SAM functional enhancements, including gathering and assessing information across functional lines of business to ensure that the needs of the Department and stakeholders are met.

- Coordinates the implementation of new and approved financial modules across Government, including providing advice and support to client departments and ensuring consistency in processes and practices employed.
- Works closely with stakeholders and system/security analysts to define business requirements by facilitating focus groups and coordinating requirements identification working sessions.
- Translates business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, policies and user needs are addressed.
- Coordinates systems test strategy, plan, and scripts for both the project and ministry use, including conducting systems testing on all aspects of the functionality including business processes, information access, site links, security, navigation, and reporting.
- Develops User Acceptance Testing (UAT) strategies and plans, including managing the UAT process by determining participants, providing tester training, and managing the issue resolution process.

2. **Reviews, assesses and controls SAM business process and system changes to ensure alignment to Government legislation, policies, procedures, and standards.**
   - Assesses System Change Request to ensure that business needs are fully considered and documented; business impacts across the GNWT and the Northwest Territories Housing Corporation (NWTHC) and impact related to the PeopleSoft Human Capital Management (HCM) system are identified; and that cross-government involvement is coordinated.
   - Conducts a review of how the current application or unreleased features can address business requirements and works with Departments to assess alternate solutions that would avoid customizations.
   - Ensures that application integrity is maintained by analyzing the impacts of proposed changes on current configuration and strategic direction of the Government and Departments with respect to the Enterprise Resource Planning (ERP) products.
   - Researches the costs, benefits and impacts of assigned projects.
   - Provides input for the development of business cases, decision papers, briefing notes, and other decision support materials.
   - Maintains change control mechanisms to ensure customizations are accurately documented according to SAM development standards for future upgrade reference.

3. **Implements business process improvements in accordance with Department and GNWT, NWTHC, and NTHSSA goals and objectives to ensure that they support the needs of clients and stakeholders.**
   - Develops and recommends process improvements using new ERP features and customized system enhancements.
   - Researches costs, benefits, and impacts of business improvement opportunities.
   - Identifies system deficiencies, user dissatisfaction, and emerging business and systems requirements and recommends how SAM may facilitate change initiatives.
   - Provides support for approved development of cross government and Department specific change requests to ensure the requirements are complete and the solution

aligns with established system configuration, architecture and practices, and supports GNWT and NWTHC processes and strategic initiatives.
- Recommends opportunities for continuous improvement by analyzing how current SAM functionality, unused features, and new ERP functions and tools could support business requirements.

4. **Provides support and consultation to the stakeholder community, including SAM users, Finance Community, Management, and 3rd party service providers to identify impacts of business decisions and to ensure that the business needs of the stakeholders are considered, effectively evaluated and that issues and problems are addressed.**
- Provides functional and technical advice on the system capabilities and the benefits of SAM functionality and provides guidance on implementation issues and more effective use of current features.
- Participates in consultation sessions with clients and stakeholders to encourage sharing of information, evaluate impact of changes to policies and business processes, and assists users to make full use of features and functions.
- Provides guidance to SAM team with resolution of problems in the production environment and provides advice related to changes to existing functionality and their impacts, security setup and maintenance, and base table setup and changes.
- Assists with SAM training to ensure users receive quality training, coaching, and guidance including defining user needs; developing user learning plans, reviewing User Manuals and other learning materials, and occasionally designing, developing, and delivering training sessions and presentations.
- Drafts readiness and roll out strategies.
- Participates in the development of proposals and statements of work.

5. **Supports the SAM team in achieving the mandate and goals of the Unit.**
- Provides recommendations on SAM issues and challenges identified through research and analysis of the data and information gathered.
- Identifies issues and concerns with SAM and provides recommendations on potential solutions.
- Participates in internal and external committees and project teams.
- Provides advice and recommendations on the development of policies, procedures and business processes related to SAM implementation.
- Provides team lead supervision and mentoring to departmental subject matter experts in the completion of deliverables.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of ERP applications.
- Knowledge of finance/accounting or purchasing information systems.
- Knowledge of accounting, purchasing policies, practices and processes to ensure sound solution decisions are made to accommodate the business requirements.
- Knowledge of project management principles, methodologies, processes, and best practices.
- Proven knowledge of system design, including business process requirements with consideration for cost, audit requirements and practicality.
- Knowledge of the *Financial Administration Act*, ATTIP and other related legislation.
- Knowledge of System Development Lifecycle Methods.
- Knowledge of project management methods and tools.
- Knowledge of reporting tools.
- Knowledge of MS Office.
- Demonstrated consulting and interpersonal skills.
- Demonstrated verbal and written communication skills, particularly in terms of preparing reports, communicating client needs, and presenting recommendations on possible solutions to issues.
- Problem solving and decision making skills.
- Organizational and time management skills.
- Demonstrated facilitation skills.
- Ability to follow through on issues until they are resolved.
- Ability to quickly grasp a complex system situation and summarize and communicate it in plain language.
- Ability to work independently as well as contribute effectively in a team environment.
- Ability to pro-actively identify concerns, issues, and potential solutions and recommendations.

Typically, the above qualifications would be attained by:

A Degree or Diploma in Business Administration or related field. combinations of education and experience will be considered.

Requires a minimum of three (3) years experience working in finance: accounting or purchasing. Equivalencies will be considered for training received that is directly related to PeopleSoft modules which the GNWT currently operates or owns.

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

Indigenous language: Select language

☐ Required
☐ Preferred