IDENTIFICATION

Department	Position Title	
Finance	Business Analyst	
Position Number	**Community**	**Division/Region**
15-13451	Yellowknife	ISSS-Solution Services/ HQ

PURPOSE OF THE POSITION

The Business Analyst undertakes the stakeholder management, business analysis and requirements definition and management for information systems and related projects and solutions to ensure that solutions implemented meet the documented business requirements and provide value through the realization of anticipated qualitative and quantitative benefits.

SCOPE

Located in Yellowknife, and reporting to the Team Lead - Business Analysis, the Business Analyst plans and undertakes business analysis, requirements elicitation and documentation for small to medium initiatives, typically (but not exclusively) involving the development and implementation of information systems and solutions. Services are delivered on behalf of all GNWT departments and Housing NWT and can range in cost up to $1M and have some organizational financial and reputational risk.

The incumbent is a seasoned practitioner of stakeholder management, business analysis and requirements management, ensuring the elicitation, analysis, specification and validation of requirements and constraints to a level that enables effective development and operations of new or changed software, systems, processes, products and services. The incumbent manages requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services, and negotiates trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The position facilitates the collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information systems and related solutions. The incumbent manages the adoption and adaptation of requirements management lifecycle models based on the context of the work and selects appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.

The incumbent interacts with and influences colleagues and has working level contact with clients, vendors and partners. The incumbent may make recommendations which impact the work assigned to individuals or phases of projects including the work of staff in other departments. The position is aware of the need to collaborate within the team and represent the user / client needs.

The incumbent performs a range of work, in varied environments requiring the application of a methodical approach to issue definition and resolution.

The position operates under general direction, using individual discretion in identifying and responding to complex issues and assignments. The incumbent receives specific direction, accepts guidance and has work reviewed at agreed milestones. The position holder uses their discretion to determine when issues should be escalated to a higher level.

There is a requirement for security and privacy in their own work and the operation of the organization. The position seeks specialist security and privacy knowledge or advice when required to support their own work or work of immediate colleagues.

The position plans, schedules and monitors its own work within limited deadlines and according to relevant legislation, standards and procedures.

RESPONSIBILITIES

1. **Undertakes scoping, requirements definition and prioritization activities for projects and initiatives of small to medium scale and complexity.**
   - Contributes to the selection of requirements approach for projects selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches;
   - Facilitates input from, stakeholders, provides a constructive challenge and enables an effective prioritization of requirements;
   - Reviews requirements for errors and omissions;
   - Obtains formal agreement for requirements and ensures traceability to source;
   - Investigates manages and applies authorized requests for changes to baseline requirements, in line with the change management framework.

2. **Provides business analysis services for projects and initiatives of a small to medium size and complexity.**
   - Investigates operational requirements, problems and opportunities, seeking effective business solutions through improvements in automated components of new or changed business processes;

- Assist in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration;
- Defines technical and user acceptance tests for solutions to ensure business requirements are achieved and a quality solution is delivered;
- Contribute to the selection of the business analysis methods, tools and techniques for projects, selecting appropriately from predictive (plan-driven) or adaptive (iterative /agile) approaches.

3. **Actively plans and manages stakeholder engagement.**
   - Applies organizational guides and practices to manage the relationship needs of stakeholder groups;
   - Identifies and resolves critical problems and issues, managing corrective actions, and documenting lessons learned;
   - Undertakes the collection and dissemination of relevant information to share effectively;
   - Collects and uses feedback from clients stakeholders to help measure effectiveness of stakeholder management;
   - Helps develop and enhance client and stakeholder relationships;
   - Fosters open communication and discussion between stakeholders, acting as a single point of contact by working to stakeholder engagement strategies and plans;
   - Facilitates business decision-making processes;
   - Captures and disseminates technical and business information.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position undertakes work on which there are client expectations for quality and timely completion of initiatives. The Senior Business Analyst Manager will be under pressure to deliver projects leveraging resources which are not under their direct control (including staff from other Departments). Travel to regional and vendor offices may be required from time to time. Overtime will be required from time to time to meet critical milestones and fulfil

commitments to clients and stakeholders.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide).
- Knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK).
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Knowledge of standard budgeting and accounting concepts and techniques.
- Knowledge of IT service management concepts such as those described in ITIL.
- Knowledge and understanding of project management and project portfolio management software and tools.
- Generic, domain and specialist knowledge necessary to perform effectively in the organization typically gained from recognized bodies of knowledge and organizational information.
- Communication skills both verbal and writing and the ability to communicate complex information to both technical and non-technical audiences.
- Ability to implement standard business analysis and requirements management concepts.
- Ability to assesses and evaluates risk and apply that knowledge to support information system and technology initiatives.
- Ability to facilitate collaboration between stakeholders who share common objectives.
- Ability to maintain an awareness of developments in the industry and select appropriately from applicable standards, methods, tools and applications, taking responsibility for driving own development.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, management information systems or business with 2 years of relevant experience. Knowledge of business analysis and requirements management practices either formally through certification training or working as a business analyst is a requirement.

Equivalent combinations of education and experience will be considered.

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