



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	User Experience Architect	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-14175	Yellowknife	Application Services/HQ

## **PURPOSE OF THE POSITION**

The User Experience Architect (UEA) is critical to the future of digital transformation within the GNWT. The position will ensure all user acceptance considerations toward the design and implementation of user interfaces for both existing information systems as well as the next generation of government services.

The incumbent leads both the management and design of a user-centred analysis and requirements for all large scale and complex information systems, digital services, and related projects. This position ensures that all solutions implemented meet these specific design requirements, archive intended outcomes, and that the systems realize the full potential of value through the GNWT's digital presence from a user perspective. These architectural standards are essential for the ISSS to deliver value, both through user acceptance, and an increased return on investment. Systems designed with these standards will have a longer life expectancy and will require a lesser overall investment through enhancements and or changes to requirement. Solutions developed with this concept have been proven to increasing the overall system the agility and responsiveness of both the developmental team (ISSS) as well as provide the highest level of initial client acceptance, thus reducing the overall time to develop, time to implement, and most importantly the ongoing maintenance such as costs, levels of effort, and ongoing application hygiene.

## **SCOPE**

Located in Yellowknife and reporting to the Manager - Web Services, the UEA plans and executes both business and client analysis, reviews and ensures a “Client Centric” design approach toward all system requirements and provides the necessary architectural

components to ensure a solid level of consistency throughout the development and implementation of the information systems, and or digital services across the GNWT.

Working across all levels within the ISSS, and with the GNWT's communications staff, the UEA leads the fundamental design, development and implementation of user acceptance improvements through a common and corporate approach toward user experience standards, interface guidelines, acceptance process, consistency in design, and the promotion of an agile work force, throughout the overall development process of all applications through the promotion of corporate advancement and a consistent and high quality digital experience across not only our clients but also within the application services development teams by continually consuming technological service requirements, content and the development of new standards.

UEA services are delivered on behalf of all GNWT departments including, NWT Housing Corporation, and NWT Courts. Projects costs can vary upwards of \$3M and have significant organizational, financial and reputational risk associations. Therefore, it is critical that the importance of stakeholder management, design analysis, requirements gathering, and requirements management, is clearly recognized, formalized and appreciated when assessing this role. The ensuring of elicitation, analysis, specification and validation of requirements and constraints across a highly diversified government requires a consistent and utmost level of expertise across a wide array of requirements.

The UEA, while enabling an effective development and operational change to the way we currently conduct application development (software, systems, processes, products, and services) also ensures a quicker development time by promoting agility, and effectively will increase the overall operational life cycle of the software, systems, processes, products developed through standardizations and increased coded components that can be re-used.

The position facilitates quick collaborative, increased creativity, increased functionality and quicker response times through the iteration of consistent and viable requirements analysis, high level specification review and defined acceptance criteria during and in preparation of the deployment of information systems and related solutions. The adoption and adaptation of these requirements are critical to the overall management of application lifecycle models from a plan-driven/predictive approach (iterative and agile).

The incumbent interacts with and influences colleagues and clients (at all levels) as well as has the authority to intervene and change the direction of design and development if and when standards are not being addressed. The incumbent is authorized to work directly with all levels of management, as well as with clients, vendors, partners and Department level stakeholders.

Decisions made at this level can impact the work assigned to all others in order to ensure that the approved standards, concepts and considerations are made, including the work of both developmental and planning staff.

The position understands and collaborates through the analysis of user/client needs, and developmental requirements with a focus toward the promotion of advanced internal skill sets, agility, increased development times, longer application life cycles, and the reduction of overall costs, thus increasing the GNWTs overall returns on investment.

The position operates under limited direction, using their own discretion in identifying, designing and responding to complex issues and assignments, as well as providing both reviews and approvals at agreed upon milestones. The position holder uses its discretion to determine when issues should be escalated to a higher level.

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

The position plans, schedules and monitors its own work within limited deadlines and according to relevant legislation, standards and procedures as well as had the authority to enforce the decisions he\she has made toward the standardization of consistency toward usability and functionality across the entire organizations online presence.

## **RESPONSIBILITIES**

### **1. Plans and leads scoping, requirements definition development and prioritization activities for large, complex initiatives both with the client and across any relevant development team.**

- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Promotes both internal development agility, component reuse, and focuses on the reduction of overall cost associations while provisioning state of the art design concepts and functional long-term deliverables. (Increased ROI)
- Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts.
- Promotes new design concepts and identifies both benefits and ensures fitment into departmental plans and or business requirements.
- Establishes consistent development baselines, ensures changes to requirements fit current design standards and existing components to reduce overall delivery times.
- Ensures all concepts and requirements are well investigated and managed.
- Oversees the development of the Consistent User Experience across all applications. (Systems, Web services, Communications, and Notifications)
- Integrates required visual design and branding into a Consistent User Experience to make for efficient and effective delivery of information items and the capture of information across all departments. (Consistent platforms, consistent approach, consistent data capture)

- Creates and leads a re-usable design concept within Application Services (ISSS) to be used by developers, designers and communications staff.
- Determines the look, feel and User functionality (Consistent User Experience)
- Contributes to the development and adoption of organizational methods and standards such as component reuse, agility, standardization of offerings.
- Plans and drives user experience design for CUE with an understanding of current and future technology frameworks.

## **2. The execution of the design and business analysis services to rationalize investment.**

- Takes responsibility for investigative work to determine requirements and specifies a effective business processes, through improvements in information systems, information management, practices, procedures, and organization change;
- Continually looks for internal process improvements and promotes common approaches in support increased development times, overall agility, and the re-use of pre-developed procedures and or methodologies where most effective. (Increases ROI by reducing costs)
- Selects, adopts and adapts appropriate business analysis methods, tools and techniques, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Determines the approaches to be used to design and prototype digital and off-line tasks, interactions and interfaces in line with the usability and accessibility requirements of the system, product or service.
- Plans and drives user experience and accessibility analysis activities providing expert advice and guidance to support the adoption of agreed approaches.
- Responsible for User Experience Analysis/Research to improve user experiences,
- Determines the approaches to be used to analyze, clarify and communicate the user experience, users' characteristics and tasks, and the technical, social, organizational and physical environment in which systems, products or services will operate;
- Develops organizational policies, standards, and guidelines to ensure research continually informs the development of systems, interactions, products and services to optimize utility and usability for users and enable them to achieve their required outcomes.
- Plans and performs all types of user experience evaluation to check and confirm that usability and accessibility requirements have been met.
- Collaborates with stakeholders at all levels, in the conduct of investigations for design and usability requirements specifications and feasibility studies.
- Prepares business cases which define potential benefits, options for achieving these benefits through development of new or changed technology supported processes, and associated business risks.

## **3. Actively plans and manages stakeholder engagement.**

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.

- Plans and performs all types of user experience evaluation to check and confirm that usability and accessibility requirements have been met.
- Evaluates prototypes or designs of systems, products or services against the agreed usability and accessibility specifications.
- Selects appropriate use of formative or summative evaluations.
- Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promotes understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

**4. Coordinate with Stakeholders and Vendors to facilitate user-centered design process, to deliver detailed wireframes and comprehensive UX documentation for innovative, engaging and Service centric digital solutions**

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.
- Chairs the internal application design committee, providing insight into both user expectation as well as any new concepts.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.

**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 incumbent 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. Overtime will be required from time to time to meet critical milestones and fulfill commitments to clients and stakeholders.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Expert knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK Guide);
- General knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- Expert knowledge of design systems and how Developers/Designers put those design systems into use.
- Expert knowledge of development platforms, methods and practices including leading content management solutions.
- Expert knowledge of user interface and experience design, including software application Design, Visual Design Content structure and Branding.
- Knowledge of creative techniques and applications related to design and maintenance to develop high-quality, interesting and appealing client interactions.
- Knowledge of system design and development methods and practices, particularly related to the internet and web-based solutions.
- General Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Working knowledge of software development methods, practices and processes.
- Knowledge of standard budgeting and accounting concepts and techniques.
- Ability to rapidly absorb new information and applies it effectively.
- Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences
- Proven ability to effectively 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.
- Knowledge of IT service management concepts such as those described in ITIL.
- Proven ability to implement standard business analysis and requirements management concepts.
- Experience with project management and project portfolio management software and tools.
- Ability to assesses and evaluate risk and apply it in the design of information and technology related initiatives.
- Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organization typically gained from recognized bodies of knowledge and organizational information.
- Demonstrates effective application of knowledge and takes action to develop own knowledge and contributes to the development of others.
- Has an appreciation of the wider business context.

- Contributes fully to the work of teams. Appreciates how their own role relates to other roles and to the business of the ISSS or client.

**Typically, the above qualifications would be attained by:**

Completion of an undergraduate degree in computer science, management information systems or business with 6 or more years of directly relevant and progressive experience working as a business analyst delivering complex technology enabled projects.

**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