IDENTIFICATION

Department	Position Title	
Finance	User Experience Architect	
Position Number	Community	Division/Region
15-14175	Yellowknife	ISSS

PURPOSE OF THE POSITION

The User Experience Architect (UEA) leads user-centered design analysis and requirements definition and management for large scale and complex information systems and related projects and solutions to ensure that solutions implemented meet the documented design requirements and provide considerable value realized through meaningful and consistent presentations of information and Services within the GNWT's corporate digital presence.

The incumbent's role is critical to the digital transformation of the GNWT through the design and implementation of user interfaces for information systems that drive the new generation of government services.

SCOPE

Located in Yellowknife and reporting to the Manager - Web Services, the **UEA** plans and undertakes both business and client analysis, reviews all pre design approaches and requirements and provides and enforces the necessary components to ensure consistency toward the development and implementation of these services within the application services division of the ISSS.

All services are delivered on behalf of all GNWT departments, NWT Housing Corporation, and NWT Courts. Projects cost can vary upwards of $3M and have significant organisational, financial and reputational risk.

The User Experience Architect (UEA) is an expert on the practice of stakeholder management, design 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

management of requirements throughout the whole of the delivery and operational life cycle of the software, system, processes, products or services. The negotiation of trade-offs that are both acceptable to key stakeholders and within budgetary, technical, regulatory, and other constraints. The position facilitates collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information systems and related solutions. The adoption and adaptation of requirements management lifecycle models based on the context of the work and selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.

The incumbent interacts with and influences colleagues (at all levels) and clients as well as has the authority to intervene and change the direction of design if and when standards are not being addressed. The incumbent is authorized to work directly with all levels of management within application services, 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 and design concepts are including the work of both developmental staff. The position understands and collaborates on the analysis of user/client needs and these needs must be clearly represented in all our application design, development and or enhancement work.

The incumbent performs a range of duties, often involving highly complex and non-routine retrofits of complex solutions that provide public services to individuals of varying technical expertise. All solutions therefore must be solid, consistent and simplified to be non-complex by the user base regardless of the complexities behind the scenes.

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 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 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 drives scoping, requirements definition and prioritisation activities for large, complex initiatives.**
   - 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;
   - Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts;
   - Establishes requirements baselines. Ensures changes to requirements are investigated and managed;
   - Oversees the development of the Consistent User Experience, the GNWT Design system;
   - Integrates required visual design and branding into the Consistent User Experience to make for efficient common consistent platforms.
   - Creates and leads the usable design system to be used by developers, designers and communications staff;
   - Determines the look, feel and functionality of the Consistent User Experience;
   - Contributes to the development and adoption of organisational methods and standards.
   - 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 specify effective business processes, through improvements in information systems, information management, practices, procedures, and organisation change;
   - 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 promote 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 conditions.

Sensory Demands

No unusual demands.

Mental Demands

Travel to regional and vendor offices may be required.

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 design systems and how Developers/Designers put those design systems into use.
- Knowledge of development platforms, methods and practices including leading content management solutions.
- 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.
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile);
- 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
- 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;
- Ability to implement standard business analysis and requirements management concepts;
- Knowledge of 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;
- Ability to take action to develop knowledge and contribute to the development of others;
- Knowledge of the wider business context.
- 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 3 years of relevant experience working as a business analyst delivering complex technology enabled projects.

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