



IDENTIFICATION

Department	Position Title	
Finance	Team Lead – Business Analysis Services	
Position Number	Community	Division/Region
15-15390	Yellowknife	ISSS-Solution Services/ HQ

PURPOSE OF THE POSITION

The Team Lead - Business Analysis Services leads the business analysis and requirements management practice 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 Manager of Solution Services, the Team Lead has overall responsibility for the delivery of business analysis services. Services are delivered on behalf of all GNWT departments and Housing NWT, through a team of expert and seasoned business analysts, augmented through contracted resources when necessary. Projects and initiatives range from simple to extremely complex, costing upwards of \$3M and have significant organisational financial and reputational risk.

The incumbent is the foremost expert on the practice of 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 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 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 position operates under general direction within a clear framework of accountability, exercising substantial personal responsibility and autonomy. The incumbent plans their own work and the work of others to meet given objectives and processes.

The incumbent influences clients, suppliers and partners at the Senior Manager, manager and officer levels. Has responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism; makes decisions which influence the success of projects and team objectives; collaborates regularly with team members, users and clients; and engages to ensure that client needs are being met throughout.

Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues related to business process, technical requirements and innovation to ensure requirements are documented and intended outcomes are understood and agreed to by stakeholders.

The incumbent fully understands the importance of security and privacy to their own work and the operation of the organization. Seeks specialist security and privacy knowledge or advice when required to support their own work or work of immediate colleagues.

RESPONSIBILITIES

1. Develops organisational standards, and guidelines for requirements definition and management.

- Raises awareness and champions the importance and value of requirements management principles and the selection of appropriate requirements management lifecycle models.
- Drives adoption of, and adherence to, standards and guidelines.
- Develops new methods and organisational capabilities.
- Plans and leads scoping, requirements definition and priority setting for complex, strategic programmes.
- Oversees the work and outputs of contractors and vendors to ensure compliance with organisational standards.

2. The provision of the business analysis services within the ISSS.

- Leads the selection of appropriate business analysis methods, tools, techniques selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.
- Establishes the contribution that technology can make to business objectives, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organisation and all stakeholders.



- Guides management and senior management towards accepting change brought about through process and technological change.

3. Leads the development of comprehensive stakeholder management strategies and plans.

- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders and delivery of services and change projects, acting as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

4. Supervises individuals and teams.

- Allocates routine tasks and/or project work.
- Provides direction, support and guidance as necessary, in line with individuals' skills and abilities.
- Monitors progress against agreed quality and performance criteria.
- Acts to facilitate effective working relationships between team members.

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 is extremely high expectations for quality and timely completion of initiatives. The lead and their team will be under intense 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.

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 software development methods, practices and processes;
- Knowledge of standard budgeting and accounting concepts and techniques;
- Understanding of other recognized generic industry and specialist bodies of knowledge as necessary
- Knowledge of the domain of the Government of the NWT and ability to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and contributes to the development of others.
- Knowledge of IT service management concepts such as those described in ITIL.
- Knowledge of project management and project portfolio management software and tools.
- Communication skills both verbal and writing and the ability to communicate 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.
- Ability to implement standard business analysis and requirements management concepts;
- Ability to assesses and evaluates risk leveraging guidance from ISO 31000;
- Ability to lead teams including coaching, motivation and performance management.
- 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 and progressive experience including 1 year working as a senior 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