



IDENTIFICATION

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

PURPOSE OF THE POSITION

The Junior Business Analyst assists in undertaking 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 Services; the Junior 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 to meet identified business needs, acquiring and utilizing the necessary resources and skills. Services are delivered on behalf of all Government of the Northwest Territories (GNWT) Departments and the Housing NWT (Corporation) and can range in cost up to \$500K and have some organizational financial and reputation risk.

The incumbent works under the direct supervision of a Senior Business Analyst in assistant capacity and is responsible for 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 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 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, controlled environments or more adaptive (iterative and agile) approaches.

The incumbent interacts with and influences colleagues and has working level contact with clients, vendors and partners. It 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 and performs a range of work in varied environments requiring the application of a methodical approach to issue definition and resolution.

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

The incumbent fully understands the importance of 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 the work of immediate colleagues. This position undertakes work on which are client expectations, quality and timely completion of initiatives. The Junior Business Analyst position will be required to deliver projects leveraging resources which are not under its 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 fulfill commitments to users/clients and stakeholders.

RESPONSIBILITIES

1. Undertake scoping, requirements definition and prioritization activities for projects and initiatives of small to medium scale and complexity.

- Participate during eliciting the actual needs and requirements of stakeholders and priorities.
- Contribute to the selection of requirements approach for projects selecting appropriately from predictive (plan-driven) approaches, controlled environments or adaptive (iterative/agile) approaches.
- Collaborate in mapping out the current state to define a future state identifying the gaps.
- Analyze and synthesize information obtained from a large number of stakeholders.
- Review requirements for errors and omissions.
- Facilitate communication among organizational units and serve as translator between the business and IT.



2. Provides business analysis services for projects and initiatives of a small to medium size and complexity.

- Assist in the investigation of 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 identify options for consideration.
- Support technical and user acceptance tests for solutions to ensure business requirements are achieved and a quality solution is delivered.
- Assist in the selection of the business analysis methods, tools and techniques for projects, selecting appropriately from predictive (plan-driven) or adaptive (iterative / agile) approaches.
- Assist in aligning the needs of business units with the IT capabilities and enterprise architecture approach.
- Collaborate with the product owner and primary liaison representing the business stakeholders to the development and project teams.

3. Perform validation and testing of new functionalities, services and solutions based on business requirements and needs.

- Monitor user requirements, prepare design documents and validate user interface applications during UAT sessions to confirm correctness of elicited requirements and improve in future projects.
- Contribute during designs of test guidelines and standards for business processes and prepare the required documentation.
- Assist in the development of integration and test plans for system functionalities and new applications.
- Analyze processes and identify test defects and suggest appropriate solutions for various issues to minimize their impact to the business.
- Help to design and plan testing conditions, test scripts, test cases and test data during the service/solution design stage of the service lifecycle to ensure appropriate and adequate coverage and control of business requirements.

4. Communication and collaboration.

- Actively participate in project groups and committees, and provide recommendations to achieve common goals.
- Organize and coordinate the facilitation of meetings and deliver engaging, informative and well-organized presentations.
- Assist in implementing stakeholder engagement/communication/change management plans for managing stakeholders' engagement and readiness.



WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

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 software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or appetitive (iterative-agile).
- Knowledge of software development methods and practices.
- Knowledge of business analysis processes, concepts and techniques.
- Knowledge of IT service management concepts such as those described in ITIL.
- Knowledge of and/or the ability to acquire and apply knowledge of the Government of the NWT in unfamiliar situations and actively maintain own knowledge and contribute to the development of others.
- Knowledge and use of Microsoft Office tools.
- Ability to implement standard project management concepts and techniques.
- Ability to provide analytical and systematic approach to issue resolution.
- Ability to assess and evaluate risk leveraging guidance from ISO 31000.
- Ability to understand user/client needs and requirements and manage their expectations.
- Ability to listen carefully to feel comfortable giving and receiving feedback.
- Ability to be detailed-oriented and task accurate.
- 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 1 year 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