



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Principal Systems Analyst	
Position Number	Community	Division/Region
48-14947	Yellowknife	Informatics and Health Technology/HQ

PURPOSE OF THE POSITION

The Principal Systems Analyst (PSA) is responsible for the creation, iteration, maintenance and documentation of the Northwest Territories Health and Social Services Authority's complex application systems architecture and information systems solutions. Using best practices, the PSA provides strategic planning advice to management and develops enterprise and business architectures that embody key principles, methods, and models that describe the organization's technological present and future state. This role supports the objectives of clinical, administrative, and information technology enterprise initiatives, which follow established methodologies, procedures, and guidelines. As a senior member of the team, they are highly motivated to define and refine solution patterns and best practices, as well as mentor other system analysts.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,600 health and social services staff.

While the Tłı̄chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as



established by the NTHSSA. Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife, the Principal Systems Analyst reports to the Territorial Manager, Information Systems, within the Informatics and Health Technology (IHT) division of NTHSSA. The PSA plays a key role in all areas of the NTHSSA's Information System Architecture responsibilities, including the development and implementation of a health sector-wide information systems strategy, design, security, processes, procedures, and compliance. A primary goal of the PSA is to facilitate technology change in a manner that maximizes value and aligns with the IHT Systems Roadmap as a systems enabler of the NTHSSA.

The PSA works as the most senior part of a collaborative team of System Analysts in the Informatics and Health Technology Division and independently provides advanced application and database support and guidance to ensure appropriate application systems are available for the delivery and support of health and social services programs. These services are provided in accordance with a framework of standards, procedures and guidelines established and/or adopted by the Division, methodologies and standards endorsed by the Director, Informatics and Health Technology, established Federal, Provincial, Territorial legislation and agreements, federal and regional initiatives, as well as financial restraints, and system capabilities.

This position is required to conceptualize, document, and maintain the IHT Systems architecture, knowledge base, configuration management, asset management, and Systems Register and work closely with users of the systems in both the DHSS and NTHSSA. In addition to users, this position works with approximately 25 informatics professionals, both internal and external (e.g. other GNWT Departments and contractors). This position provides leadership, guidance and direction to junior positions and direction and support to contractors.

The PSA supports and advises on various dissimilar application systems, taking the lead on medium to large applications, and contributes through teamwork to multiple capital and operational informatics projects. These projects involve architecting and implementing major integrated information systems (IS) to improve functionality, reduce the large number of disparate information systems and reduce the volume and duplication of manual forms of processing. This position will be responsible for managing and updating the IHT Systems Register and stewarding the IHT Knowledgebase to ensure up-to-date information regarding the NTHSSA Information Systems ecosystem is readily available for key stakeholders. This position may be required to lead in any of the various phases of the system(s) development life cycle - including the requirements definition, analysis, design, construction, testing, implementation and maintenance phases of the application systems in the IHT System Register.

There are 28 major, 40 medium, and 45 small information systems supporting approximately 1,600 health and allied care workers as they provide services in 31 communities. The Principal



Analyst has an indirect impact on the residents of the NWT as the application systems are used to support the delivery of HSS to the public. Further, decisions made by senior management are based on data gathered and maintained using the applications systems provided. The availability, accuracy of functionality and business rules, and credibility of the NWT HSS systems are related to effective maintenance and support provided by the Analyst.

This position is expected to stay abreast of technological advancements and newer solutions as they may apply to this position through professional development and regular reading.

RESPONSIBILITIES

1. As the Principal Systems Analyst, the position is responsible for systems leadership, IHT Enterprise Architecture stewardship and advisor to IHT Management to ensure cross-government alignment to the GNWT EA policy, standards and technology roadmap. It does this by:

- Contributing to the creation and review of a systems capability strategy which meets the strategic requirements of the business.
- Developing models and plans to drive the execution of the strategy, taking advantage of opportunities to improve business performance.
- Leading IHT systems requirements gathering and analysis and specifying effective business processes through improvements in information systems, data management, practices, procedures, organization and equipment.
- Managing a dotted line (indirect) reporting relationship with all business and technology architecture positions across the government that include the GNWT's Office of the Chief Information Officer, Information Systems Shared Services, and the Department of Health and Social Services.
- Participating in the GNWT Architectural Review Board and ensuring that technology solutions are compliant with target-state architecture models.
- Developing and maintaining the IHT Systems roadmap to ensure cross-platform architectural components can be re-used and integrated, and specific goals such as modernization or transition to digital government can be achieved.
- Defining principles and processes to guide IHT EA decision making, providing guidance, and defining Health sector IMT related architectures, to effectively support business strategies.
- Recommending architectural approvals and exceptions to ensure alignment with GNWT EA policy, standards and established architecture roadmap, including exception approvals.
- Effectively communicating all aspects of the IHT EA program to departmental program areas, IMT stakeholders and technology partners to ensure EA compliance.
- Establishing metrics and reporting on IHT EA process, outcomes, and results to the organization's senior leaders.



2. As the Technical Architecture Subject Matter Expert with expertise in multiple domains, the position supports all architectural disciplines and champions standardization and best practice of technical systems initiatives across the NTHSSA. It does this by:

- Advising management on highly complex projects that require in-depth knowledge across multiple IHT domains. Working with multi-disciplinary teams to, test and move processes forward while meeting the needs of corporate and/or departmental program needs.
- Contributing EA expertise to business/department and IMT strategic planning.
- Initiating and delivering technology evaluations and recommendations.
- Mentoring others on how to apply architecture principles and best practices.
- Designing and overseeing implementation of end-to-end integrated systems.
- Vetting, coaching, and mentoring IHT Business Analysts and Systems Analysts documentation and maintaining the IHT Knowledgebase and IHT Systems Register.
- Collaborating and advising the Department of Health and Social Services on the enterprise-wide technology and data strategy that supports an organization's goals and objectives.
- Collaborating with employees across the organization to understand their technology and data needs, and developing solutions that meet these requirements.
- Stewarding and advising management on the design and implementation of technology and data infrastructure, including hardware, software and network systems
- Ensuring that all technology and data solutions align with industry best practices, prescribed standards, and regulatory requirements.
- Monitoring the performance of technology and data systems, identifying areas for improvement, and recommending and implementing necessary changes
- Communicating effectively with technical and non-technical people to ensure that everyone understands the benefits and limitations of technology and data solutions.

3. As a Technical Change and Risk Leader with expertise in multiple domains, the position supports all system architectural changes through a risk mitigation lens and champions value addition to all technical systems initiatives across the NTHSSA. It does this by:

- Managing and maintaining the accuracy of the IHT Systems Register, Risk Register, IHT Knowledgebase (the Wiki), and Asset Management database, in collaboration with IHT technical system leads.
- Reporting and advising IHT management on the health status of the IHT Systems Register and IHT Risk Register



- Advising on the IHT Technical Project Intake Committee on the SWOT of the current and future state of the Health Information Systems portfolio
- Providing hands on mentorship and back-up support to all IHT systems analysts to influence best practice and risk mitigation in the NTHSSA IHT environment.
- Providing advanced technical support, knowledge sharing, and systems analysis on IHT initiatives, programs, and projects implemented for continuous improvement

WORKING CONDITIONS

Physical Demands

No unusual demands

Environmental Conditions

No unusual demands

Sensory Demands

No unusual demands

Mental Demands

The incumbent is seen as an expert and answers when swift resolutions are required. The scope of work can involve politically sensitive issues and tight deadlines. Decisions often have long range and/ or costly effects. The incumbent may be required to travel periodically.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and experience in designing, developing, implementing, and managing an enterprise architecture program, encompassing multiple architecture domains, and developing a skills framework and discipline to advance EA knowledge and skills.
- Intermediate knowledge of Enterprise Architecture frameworks and methodologies, including but not limited to The Open Group Architectural Framework (TOGAF), the Zachman Framework for Enterprise Architecture or other.
- Business acumen with a deep understanding of how business strategies/priorities translate to/impact on architectural requirements and common technologies.
- Knowledge and experience in project management methodologies, techniques and practices.
- Strategic planning and analytical skills, with expertise in scenario planning, system thinking, and problem solving.
- Consulting and client relations skills needed to confidently interact with GNWT senior leaders, department stakeholders, technical staff and vendors.



- Written and oral communication skills with an ability to effectively communicate complicated ideas among diverse program areas to enhance understanding and build buy-in for enterprise objectives and approaches (e.g. simplification, modernization, business transformation, digital government).
- Articulate and persuasive communicator and negotiator.
- Experience in writing investment proposals, such as business cases.
- Change management and change leadership skills.
- Leadership and team-building skills.
- Ability to effectively develop System Analyst staff, including coaching and mentoring at varying levels.
- Ability to research, analyze, and synthesize multiple concepts and priorities.
- Ability to work with a high degree of independence.
- 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:

Bachelor's degree in computer science, information systems, computer engineering, system analysis, business management or a related field and 5 years of progressive IMT and business/industry work experience including architecture design and deployment, systems lifecycle management, and infrastructure planning and operations, across multiple architecture domains.

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