



IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Senior Systems Analyst	
Position Number	Community	Division/Region	
48-4805	Yellowknife	Informatics and Health Technology / Territorial Operations	

PURPOSE OF THE POSITION

The Senior Systems Analyst performs complex application systems analysis, design, development, maintenance, administration and integration tasks for health and social services specific application systems required by the Department of Health and Social Services and the Northwest Territories Health and Social Services Authority in order to support the delivery of Health and Social Services programs.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services (HSS) in the Northwest Territories (NWT), with the exception of Hay River and Tłı̄ch̄ 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 1,400 HSS staff.

While the Tłı̄ch̄ 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 NWT. 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 DHSS, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife and reporting to the Manager, Information Systems, the Senior Systems Analyst (Analyst) leads and provides application development and support services to a variety of users from diverse program areas within the DHSS and the NTHSSA, from front-line health care and social services workers, to administration, program managers, and senior management. These users depend on the integrity and availability of the application systems, including the business functionality provided by the applications, and data collected and used through them.

The Senior Systems Analyst works as part of a collaborative team in the Informatics and Health Technology Division and independently provides advanced application and database support 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. The incumbent is expected to work closely with users of the systems in both the DHSS and NTHSSA, In addition to users, the incumbent works with approximately 25 informatics professionals both internal and external (e.g. other GNWT Departments, and contractors). The incumbent provides leadership, guidance and direction to junior positions and direction and support to contractors.

The incumbent supports various dissimilar application systems, taking the lead on medium to large applications, and contributes through teamwork to multiple capital informatics projects. These projects involve implementing major new integrated information systems (IS) in order to improve functionality, reduce the large number of disparate information systems and reduce the volume and duplication of manual forms processing. The Application Systems section is responsible for bringing these projects online from an application system perspective, and the incumbent may be required to take a lead role in any of the various phases of the system development life cycle - including the requirements definition, analysis, design, construction, testing, implementation and maintenance phases.

There are 28 major, 40 medium, and 45 small information systems supporting approximately 1,300 health and allied care workers as they provide services in 31 communities. The 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 is related to effective maintenance and support provided by the Analyst.

The Analyst has senior responsibility for the accessibility, integrity, problem solving and security of assigned application systems and will be involved with the entire environment of dissimilar applications, taking the lead for several of the applications.

The incumbent 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. Conduct advanced business and systems analysis to determine if and how informatics could be used to provide solutions to advanced business requirements. In design, the incumbent prepares and ensures that specifications for all information system components are valid and meet a defined set of requirements, including quality assurance and application integrity, as set out in the user request and supplemented by policies procedures and standards.**
 - Plan and lead multiple projects.
 - Lead systems implementation throughout the system development life cycle.
 - Lead and maintain operations of mission critical systems.
 - Identify business improvements and information systems solutions.
 - Review impact of information systems change on business.
 - Prepare/monitor budgets and report constraints and considerations.
 - Review contractor / vendor deliverables.
 - Guide management toward change and to balanced system solutions.
 - Define and implement incorporated data standards.
 - Direct the assessment and evaluation of specialized administration tools, etc.
 - Determine interrelationships between solutions and requirements.
 - Formulate and recommend to management new and/or modified data policies, procedures and guidelines.
 - Communicate application maintenance and administration concepts to management, staff and clients.
- 2. As a project leader, coordinate the development of applications that includes guiding/assisting users to define project requirements and data needs; conducting business analysis; as well as planning, analyzing, evaluating and assigning priorities to deliverables; ensure that projects are completed on time and within budget. and define project phases, set deadlines and direct personnel.**
 - Coordinate and schedule projects by gaining commitment from groups.
 - Develop and monitor project plans, ensuring milestones are being met.
 - Liaise with project coordinators, managers or outside organizations to meet information system's needs.
 - Provide proposals, recommendations, advice on system requirements, etc.
 - Organize/administer medium to large projects.
 - Ensure project tasks as completed and support user groups in coordination. Produce project plans and monthly status reports.
 - Interpret policies/guidelines; provide advice to systems staff.
 - Train, coordinate and direct staff on project related activities.
- 3. Manage and organize electronic data as a data administrator to ensure that it meets informatics needs including but not limited to share-ability, coherence, availability, quality and integrity; regularly deal with Database Administration services provided by the Technology Service Centre (TSC) - Infrastructure group and/or**

external contractors to facilitate adherence to corporate data administration policies, standards and technology.

- Manage organization-wide data policies, security and standards.
- Provide leadership in selection, use of data administration standards, tools, etc.
- Provide expertise to multiple projects.
- Provide guidance on new and emerging data administration concepts.
- Reconcile competing data interests.
- Implement corporate data standards and monitor their use.
- Develop, negotiate and/or manage contracts.

4. Liaise with the TSC and vendors to ensure service level requirements for throughput, response time, turnaround time and availability are met for all HSS specific application systems.

- Ensure that adequate capacity management and an orderly process for implementing software upgrades, repairs and recoveries is maintained.
- Work with the TSC to ensure development of appropriate documentation, training and disaster recovery solutions for the application systems.
- Rapidly envisage potential solutions for users.
- Promote database solutions to users and developers.
- Define migration standards/ensure migration plans meets requirements.
- Investigate and understand implications of new hardware/software.
- Manage information systems sizing for a major project.
- Ensure due attention to quality, privacy, integrity, etc.
- Negotiate on utilization, capacity and performance issues.
- Quantify utilization, capacity and performance of current and proposed systems, and the impact of proposed changes.
- Assess possible designs and implementations to ensure reasonable solution.
- Participate in defining strategy and set policy for information systems facilities.
- Guide establishment/maintenance of required disaster recovery methods/procedures.

5. Provide senior assistance and support to the Territorial Manager in order to maximize the service and support processes provided to the user community.

- Perform senior level investigative, feasibility and analytical studies to produce high-level specifications and business plans for the construction of information systems that meet user needs; provide input to strategic and business plans.
- Implement strategic business/information systems plans with users/staff.
- Plan, support and manage group work in area of specialization.
- Determine, develop and implement business solutions.
- Develop plans and specifications for business system design.
- Establish structure of service agreements; maintain services catalogue.
- Conduct high-level investigations of strategies, requirements, etc.
- Ensure information service standards are met in business solutions.
- Investigate means to improve software levels given technology trends.
- Ensure formal quality assurance role is established in audits and reviews.

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 systems analysis and design, including broad knowledge of all phases of the system development life cycle.
- Knowledge of systems development tools.
- Ability to define requirements for new and existing software and database development.
- Ability to gather information through environmental scans and consolidating data into relevant information.
- Ability to think analytically and relationally while solving complex problems.
- Ability to support clients in the daily use of application systems and databases.
- Ability to troubleshoot/resolve client's application system problems in an efficient manner and either resolve the problem or identify the nature of the problem and forward it to the appropriate place for resolution.
- Skills relating to testing procedures associated with application systems.
- Skills relating to flowcharting (Data Flow Diagrams, Entity Relationship Diagrams).
- Ability to write systems documentation and to guide the development of or write user documentation.
- Knowledge / application relating to access and security management.
- Knowledge / application relating to quality assurance and risk management.
- Ability to provide guidance for change control mechanisms.
- Ability to define and lead all elements of business recovery processes, in case of disaster recovery activity.
- Ability to guide the repair of application software or the upgrade of application software.
- Ability to estimate, plan and report project timelines, milestones and progress.
- Ability to guide multiple tasks, schedules and projects in a coordinated manner.
- Knowledge / application in preparing and monitoring project expenditures against an established resource budget.
- Knowledge / application on preparing cost-benefit analysis.
- Ability to assist in the development of policies and communicate and market informatics business plans.

- Ability to escalate issues that are beyond the incumbent's scope.
- Ability to evaluate proposals and assist in the selection of contractors.
- Knowledge of software packages, database systems, software development tools, prototyping and modeling tools, multi-tier computing environments, hardware environments, operating systems, and communication environments.
- Office productivity tools (e.g. word processor, spreadsheet, email) - skills and abilities.
- Flexibility: ability to alter normal procedures or ways of working to fit a specific situation to get the job done and/or meet government goals.
- Information Seeking: ability to ask a series of probing questions in order to get at the root of a situation of problem, below the surface issues presented.
- Ability to analyze multiple causal links, several potential causes of events, several consequences of actions, or multiple-part chains of events.
- Ability to follow through on client inquiries and requests.
- Ability to produce written documents which are clear, easy to understand, and which are written in a style and form using tact and likely to appeal to and influence the audience.

Typically, the above qualifications would be attained by:

Relevant post-secondary degree, and four (4) years of progressively more responsible related experience.

ADDITIONAL REQUIREMENTS

Professional certifications in project management, systems analysis or software development are desirable, as is membership in the Canadian Information Processing Society.

Position Security

- ☐ 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