



IDENTIFICATION

Department	Position Title	
Health and Social Services	Senior Business Analyst	
Position Number	Community	Division/Region
49-16541	Yellowknife	Information Services/HQ

PURPOSE OF THE POSITION

The Senior Business Analyst leads business 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 business requirements and provide value through the realization of anticipated qualitative and quantitative benefits.

SCOPE

Located in Yellowknife and reporting to the Manager - Project Management Services, the Senior Business Analyst plans and undertakes business analysis and requirements elicitation and documentation for large/ complex initiatives, typically (but not exclusively) involving the development and implementation of information systems and solutions. Services are delivered on behalf of the Department of health and Social Services and have significant organizational, financial and reputational risk.

The incumbent is an expert on the practice of 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, privacy, 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 and has working level contact with clients, contractors, vendors and partners. It may make decisions which impact the work assigned to individuals or phases of projects including the work of staff in other departments. The position understands and collaborates on the analysis of user/client needs and represents this in their work.

The incumbent performs a range of work, often complex and non-routine in a variety of environments requiring the application of a methodical approach to issue definition and resolution.

The position operates under limited direction, using individual discretion in identifying and responding to complex issues and assignments. It accepts guidance and has work reviewed at agreed 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.

RESPONSIBILITIES

1. Plans and drives scoping, requirements definition and prioritization 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.
- Contributes to the development and adoption of organizational methods and standards.

2. Executes the business analysis services to rationalize investment.

- Takes responsibility for investigative work to determine business requirements and specify effective business processes, through improvements in information systems, information management, practices, procedures, and organization change.
- Selects, adopts and adapts appropriate business analysis methods, tools and techniques. selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.

- Collaborates with stakeholders at all levels, in the conduct of investigations for business 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.
- 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.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

This position undertakes work on which there are client expectations for quality and timely completion of initiatives. The lead and their team will be under 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. Overtime will be required from time to time to meet critical milestones, and fulfil commitments to clients and stakeholders.

KNOWLEDGE, SKILLS AND ABILITIES

- Expert knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBA) Business Analysis Body of Knowledge (BABOK Guide).
- General knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK).

- General Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Working 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
- Proven 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.
- Proven ability to implement standard business analysis and requirements management concepts.
- Experience with 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.
- Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organization typically gained from recognized bodies of knowledge and organizational information.
- Demonstrates effective application of knowledge and takes action to develop own knowledge and contributes to the development of others.
- Has an appreciation of the wider business context.
- Contributes fully to the work of teams. Appreciates how their own role relates to other roles and to the business of the ISSS or client.

Typically, the above qualifications would be attained by:

Completion of an undergraduate degree in computer science, management information systems or business with 4 or more years of directly relevant and progressive experience working as a business analyst delivering complex technology enabled projects.

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