BUSINESS ANALYST

SERIES PREAMBLE

The Business Analyst (BA1 – BA4) series encompasses four levels where the primary work is dedicated to planning, assessing, eliciting, analyzing, designing, communicating and validating requirements for changes to an organization's program requirements and business processes where solutions include an Information Systems component.

Business Analysts at the BA1 and BA2 levels require effective analytical and communication skills, and from a business or user perspective, requires thorough knowledge and/or experience with information communications technology (ICT) tools and technical solutions. Business Analysts understand business problems and opportunities and recommend solutions that enable the organization to achieve its goals.

In addition to the skills and expertise required at the BA1 and BA2 levels the Business Analysts at the BA3 level require good team building and project leadership skills; and in addition to the skills and expertise required at the BA3 level the Business Analysts at the BA4 level require effective resource management skills and a good understanding of departmental program areas.

INCLUSIONS

Positions in this series apply the tools, methods and practices of business analysis to identify Information Technology (IT) business solutions. These positions work directly with Business Transformation and Technology (BTT) and occasionally, external IT service providers, and are primarily involved with developing, interpreting and implementing IT business solutions on behalf of the department. The positions are generally located in IT branches within departments.

EXCLUSIONS

Positions that are responsible for the development and installation of systems and procedures related to systems; providing advice and recommendations on improvements in systems, methods and procedures for better utilization of resources; managing client service based application systems; providing support to users with responsibility for the development and installation of systems and procedures, data quality, problem resolution, modification; and end user support, should be tested for inclusion in the Systems Analyst series.

Also excluded are positions with continuing responsibility for one or more key information technology functions as their primary role as well as positions involved in the planning and analysis, design, development and implementation, maintenance, support and management of Information Technology functions on an ongoing basis. These kinds of positions should be tested for inclusion in the Information Technology Specialist series.

Also excluded are positions that are described under another classification series.

DEFINITIONS

Information Technology is concerned with the development or acquisition, installation, implementation, maintenance and support of Information Systems.

Information Systems are comprised of all the components that securely collect, manipulate and disseminate data or information. It usually includes hardware, Application software, people, communications networks and the data itself.

Application software, (or Applications), is a collection of computer programs, built by Developers, and related data that provide the instructions for telling computer systems what to do and how to do it. Applications are designed to help the user to perform specific tasks to meet business needs.

APPLICATION OF THE SERIES

Further to the inclusion statements in the preamble, the series is applied based on the general intent statement at each level.

BUSINESS ANALYST 1 (BA1)

This is the first working level of the series. Under the guidance and direction of senior business analysts, analysts at this level are expected to acquire the knowledge, skills and abilities necessary to meet the requirements of the full working level. Positions at this level encompass a variety of duties related to developing solutions to meet the business requirements of an organization. Responsibilities at this level involve assisting senior business analysts in the review and analysis of business procedures, systems and workflows; undertaking research to solve identified program challenges; conducting feasibility studies; collecting, compiling, interpreting and evaluating information; and drafting reports that include recommendations. Analysts at this level are expected to consult with and interview representatives of department program areas, business owners and relevant central organizations to ensure a complete understanding of current business practices and participate in providing recommendations for improvement. They will assist in the implementation of new systems and provide user support, as necessary. This level is also used for positions where the responsibilities will not advance beyond assisting senior analysts in the course of their duties.

BUSINESS ANALYST 2 (BA2)

This is the full working level of the series where the analyst, independently or under general project supervision, carries out the full scope of business procedural/systems reviews, evaluations, and business requirements definition. Analysts at this level will be responsible for analyzing, defining and documenting user requirements, which includes conducting cost benefit analyses, providing acceptance testing, conducting compliance reviews, and providing end-user support and training. They are the primary liaison to representatives of department program areas, business owners and relevant central organizations on issues related to their specific assignments. On an as required basis, responsibilities will also include assigning and monitoring tasks and providing guidance to other analysts assisting with the incumbent's assignments.

BUSINESS ANALYST 3 (BA3)

This is the advanced working level of the series where project leadership is an on-going requirement. The project leader will lead a team or multiple teams engaged in business procedural/systems reviews, feasibility studies, cost benefit analyses, business solution evaluations, business requirements definition, and program/business transformations. Responsibilities will include defining the objectives and terms of reference, establishing priorities, allocating team assignments, coordinating and reviewing all assigned projects, developing final reports and presenting findings and recommendations to departmental officials, and coordinating the implementation of major changes. Functions at this level also include organizing and leading business investment initiatives that involve planning, business case development, identifying business requirements and business solution assessment and acquisition activities.

BUSINESS ANALYST 4 (BA4)

This is the management level of the series. The manager has primary responsibility for the direction, administration and supervision of a unit comprised of teams of business analysts engaged in business practice project reviews, evaluations, feasibility studies, cost benefit analyses, and business requirements definition. The manager will consult with business owners, departmental officials, steering committees, and relevant central organizations to establish priorities, provide status reports and provide advice on business planning. The manager also contributes to the development of the department's strategic information communications technology (ICT) plan that defines, in cooperation with relevant stakeholders, how ICT will contribute to the enterprise's strategic objectives, and related costs and risks.