

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Systems Architect	
Position Number(s)	Community(s)	Division/Region(s)
97-9897	Yellowknife, NT	Corporate Services

PURPOSE OF THE POSITION

The Systems Architect (SA) produces practical specifications for the construction of information systems to meet the Workers' Safety and Compensation Commission (WSCC) needs by initiating and performing investigatory, feasibility and analytical studies. The SA must also match the quality of service to the existing and future capabilities of information systems. The incumbent works closely with external contractors and WSCC stakeholders to develop plans and specifications for business system design.

The Systems Architect performs complex systems analysis, design, development, maintenance, administration and integration tasks for Information Services Unit. These services are provided in accordance with Information Services operational framework standards, procedures, within approved financial limits and system capabilities.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

This position is based in Yellowknife and reports to the Manager, Information Systems. This position supports the WSCC by ensuring that services provided to stakeholders are not compromised by the WSCC's inability to use their system and application resources efficiently and effectively.

The WSCC owns and operates its own data and systems infrastructure that is independent of

the other government bodies. The Information Systems/Information Management/Information Technology infrastructure (IS/IM/IT) is considered a major WSCC asset supported by the efficient implementation of strategic business/information systems. The evaluation and analysis of information needs and change requirements are key factors in the successful implementation of IS projects.

Working collaboratively with the IS team, the SA is a technical resource that bridges the gap between the WSCC's operational and technical expertise/knowledge, both in-house and contracted. The incumbent serves as an in-house consultant and where necessary take the lead on small to medium projects. Additionally, this position plays a role in ensuring that the WSCC's IS/IM/IT project pipeline is managed in accordance with the Commission's strategic priorities set by the Governance Council (GC).

The SA has considerable latitude to make decisions and must have highly effective decision-making and problems solving skills to ensure that systems are designed and developed to meet the complex business needs of WSCC. Failure to provide adequate services and/or design, develop and safeguard information systems may result in serious consequences for the WSCC on a whole and its reputation.

The incumbent is expected to stay abreast of technological advancements and newer solutions through professional development and regular reading. In depth knowledge and understanding of current WSCC policies and legislation, as well as System Development Life Cycle (SDLC) and systems architecture methodologies is required for this position to be successful. This includes both business analysis and project management methods and techniques.

RESPONSIBILITIES

1. Conducts expert business and systems analysis to determine solutions to advance business requirements.

- Ensure specifications for all information system components are valid and meet a defined set of requirements, including quality assurance and application integrity
- Assist in systems implementation throughout the SDLC
- Lead and maintain operations of mission critical systems
- Identify business improvements and information systems solutions
- Review impact of information systems change on WSCC stakeholders
- Review contractor/vendor deliverables
- Direct the assessment and evaluation of specialized administration tools, etc.
- Determine interrelationships between solutions and requirements
- Formulate and recommend to IS leadership team new and/or modified data policies, procedures and guidelines
- Communicate application maintenance and administration concepts to IS leadership team and Internal clients
- Research emerging technologies and develop technology roadmap recommendations that increase systems flexibility and cost effectiveness

2. Coordinates the development of applications that includes guiding/assisting users to define project requirements and data needs.

- Conduct business analysis, analyze, evaluate and assign priorities to deliverables
- 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 systems needs
- Provide proposals, recommendations, advice on system requirements, etc., to the Manager, Information Systems
- Organize/administer small to large projects, as directed by the Manager
- Monitor project tasks as completed and support user groups in coordination
- Produce project plans and monthly status reports
- Interpret Information Services policies/guidelines and provide advice and recommendations, as required
- Train and coordinate project related activities

3. Organizes electronic data to ensure that it meets information services needs including but not limited to share-ability, coherence, availability, quality and integrity.

- Assist in managing WSCC wide data policies, security and standards
- Promote database solution to users and developers
- 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 WSCC data standards and monitor their use
- Define and implement incorporated data standards

4. Liaises with infrastructure group, and vendors to ensure service level requirements are met.

- Monitor the quality assurance for throughput, response time, turnaround time and availability
- Rapidly foresee potential solutions for users
- Work with infrastructure groups to ensure development of appropriate documentation, training and disaster recovery solutions for applications and infrastructures
- Define migration standards/ensure migration plans meets requirements
- Investigate and understand implications of new hardware/software
- Ensure due attention to quality, privacy, integrity, etc. of new and existing system
- 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

5. Provides senior level assistance and support to the Manager, Information Systems.

- Provide input to strategic and business plans
- Provide senior level investigation, feasibility and analytical research to produce high-level specifications and business plans for construction of systems
- 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 within Information Services
- 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

WORKING CONDITIONS

Physical Demands

There is limited physical effort required for this position. There are long periods where the incumbent is required to stay seated and look at a computer monitor that can cause back muscle and eyestrain.

Environmental Conditions

The office environment is considered adequate. The incumbent is provided with an office cubicle. Occasional travel to remote sites and work outside the office may be required.

Sensory Demands

The incumbent may spend long periods of intense concentration reviewing specifications, program code, data flows. Eyestrain, back discomfort and keyboard-induced tensions are the most common problems

Mental Demands

The Analyst is faced with tight deadlines, resulting in frequent stressful periods.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of the full SDLC is a key technical requirement
- Proven ability to involve others in effective group work processes
- Seasoned knowledge of systems analysis and design to include cost-benefit analysis
- Broad knowledge of systems development tools, techniques and application planning
- 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
- Working knowledge of testing procedures associated with application systems
- Working knowledge of flowcharting (Data Flow Diagrams, Entity Relationship Diagrams)

- Ability to write systems documentation and to guide the development of or write user documentation
- Full understanding of access and security management within IS/IT
- Full understanding of 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
- Working knowledge of project management and project reporting/monitoring, including timelines and budgets
- Ability to multitask and work with changing priorities
- Ability to assist in the development and implementation of IT/IS policies
- Broad knowledge of software packages, database systems, software development tools, prototyping and modeling tools, multi-tier computing environments, hardware environments, operating systems, and communication environments
- Proficiency with Microsoft Office Suite and programs
- Flexibility, analytical thinking, conceptual thinking and information seeking skills
- Ability to listen, understand and respond is required

Typically, the above qualifications would be attained by:

The successful completion of a relevant post-secondary degree, and 4 years of progressively more responsible related experience.

Certification in TOGAF 9 is considered an asset.

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

Aboriginal language: To choose a language, click here.

Required

Preferred

CERTIFICATION

Title: Systems Architect
Position Number(s): 97-9897

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<hr/> <p>Supervisor Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<hr/> <p>Senior Manager</p> <hr/> <p>President & CEO</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	<hr/> <p>Date</p> <hr/> <p>Date</p>
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____