IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Information Services Senior Business Analyst / Project Manager	
Position Number(s)	**Community(s)**	**Division/Region(s)**
97-9982	Yellowknife, NT	Performance and Corporate Services

PURPOSE OF THE POSITION

The Information Services Senior Business Analyst / Project manager (IS SBA/PM) is responsible for conducting business analysis and overseeing project development and maintenance activities of information management systems. The incumbent is responsible for design, development, testing and implementation of new and upgraded systems for the WSCC. The IS SBA/PM works with internal IS staff to ensure that applications and services are customer focused; accessible and reliable; innovative; value driven; and provide continuous improvement.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut, directed by a Governance Council through the President & CEO. The WSCC operates from headquarters 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 Workers' Compensation Acts of the Northwest Territories and Nunavut govern the system, funded through the collection of assessments from employers.

The WSCC is committed to an environment free of discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The WSCC has jurisdiction throughout the Northwest Territories and Nunavut, and owns and operates its own data and systems infrastructure that is independent of the Government of the Northwest Territories and the Government of Nunavut.

This position is based in Yellowknife and reports to the Manager, Information Systems. The IS SBA/PM position supports the Mission, Vision and Values of the WSCC by ensuring that services to outside stakeholders are not compromised by the inability of staff (internal stakeholders) to understand and use their system and application resources efficiently and effectively. The Information Systems/Information Management /Information Technology (IS/IM/IT) infrastructure 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.

This position works collaboratively with the entire Information Services team and as a senior technical resource, and they must bridge the gap between the WSCC's operational knowledge and all technical expertise, both in-house and outsourced. As a senior technical resource, the incumbent serves as an in-house consultant to both Project Management and Business Analysis functions. 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, which are set by the Governance Council.

The incumbent has considerable latitude to make decisions and must have highly effective decision-making and problems solving skills in order to ensure that systems are designed and developed to meet complex business needs. He/she must be very well informed on current policies and legislation as well as System Development Life Cycle (SDLC) methodologies. The WSCC Senior Business Analyst/ Project Manager must have significant knowledge and understanding in both business analysis and project management methods and techniques. Failure to provide adequate services and/or design, develop and safeguard information systems may result in serious consequences for the WSCC on a whole

RESPONSIBILITIES

1. **Plan and lead IS business analysis and feasibility studies.**
   - Consult with Senior Managers, Managers, Supervisors (Leadership team) and end-users to determine anticipated inputs and outcomes for system changes
   - Conduct initial needs assessments with preliminary analysis on project needs and project results
   - Employ expert modeling techniques and data driven development methods to ensure proposed solutions will meet desired outcomes
   - Ensure that business needs are communicated within the information services group
   - Identify opportunities for business improvement using IT solutions
   - Investigate potential systems/vendors/suppliers/contractors (hardware and software) that may be able to deliver system requirements
   - Determine potential costs and benefits on implementing or upgrading systems
   - Perform cost/benefit analysis and make the recommendations on the feasibility of the project and the most suitable solutions
   - Work with the leadership team to prepare the business plan and the project proposal including costs and estimates
   - Prepare regular reports on proposed business solutions and options

2. **Plan and lead multiple IS projects.**
   - Work with and lead contractors and other project staff to develop and maintain WSCC systems
   - Facilitate the change process, both technical and social, by the use of project management and people skills.
   - Develop and implement governance framework for projects related to the information systems and user requirements.
   - Provide expert advice and guidance on selections of systems/vendors/suppliers/contractors
   - Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications
   - Produce, develop, and monitor project plans; track milestones, and prepare monthly status reports
   - Liaise with project leaders, task teams, and outside organizations to meet information systems needs
   - Monitor and test application revisions and determine impact on projects
   - Recommend approval of deliverables to the Manager, Information Services for consideration

3. **Assist in the development of Information Services business planning exercise for the WSCC.**
   - Provide expert advice and guidance to the Manager, Information Systems on industry trends and solutions to information services needs
   - Assist in determining business technology priorities in consultation with the Manager, Information Services and WSCC leadership team
   - Assist in implementing the Information Services strategic and business plans for WSCC and ensuring that the plan is in compliance with WSCC corporate plan.
   - Prepares business-planning initiatives on an annual and ongoing basis, related to WSCC Information processing.
   - Investigate the implications of legislation, policy and regulation frameworks for new and existing automated systems.

WORKING CONDITIONS

Physical Demands

Mental stress related to tight deadlines; several complex projects occurring at one time and continued dependency on IT for the organization to maintain normal operations.

Environmental Conditions

As normally associated with an office environment.

Sensory Demands

As normally associated with an office environment.

Mental Demands

The SBA/PM is faced with multiple priorities, and tight deadlines, resulting in frequent stressful periods.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of leading System Development Life Cycle (SDLC) methodologies
  Tools and techniques for IS/IM/IT system design.
- Knowledge of Business Analysis Body of Knowledge (BABoK)
- Ability to monitor vendor performance to contract
- Excellent supervisory and leadership skills based on a history of successful implementation and upgrade
- Ability to translate complex technical information into plain language;
- Design and specify system solutions in accordance with business and user requirements
- Recognize, investigate, resolve, and/or escalate emergent issues in a timely manner;
- Proven business analysis skills, including the ability to establish effective working relationships with key stakeholders
- Strong negotiating skills, including mediation and conflict resolution;
- Excellent priority-setting, and organizational skills;
- Excellent written, verbal, and non-verbal communication skills;
- Superior listening, facilitation, and presentation skills;
- Ability to quickly adapt in a rapidly changing environment;
- Excellent analytical, mathematical and creative problem-solving skills; and
- Sustained ability to stay calm, and focused under pressure.

Typically, the above qualifications would be attained by:

Completion of a University degree, preferably in Computer Science or a major in Management Information Systems, with a minimum of four years of Information Systems project management, and systems or business analysis experience.

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