



Business Analyst - ITO

Occupational Family/Code – Science & Technology: SIB

Profile created: 2005 05

Profile updated: 2006 10

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
-----------------------	------------------------------	-----------	--------	------------------------

Business Analysts in the Information Technology Office are involved in providing leadership in the evaluation, development and implementation of new approaches to doing business with an aim to enhance efficiencies and effectiveness of program or service delivery.

They develop and manage ministerial, inter-ministerial or corporate/enterprise business improvement projects, which may include an analysis of intended and actual benefits, strengths, weaknesses, risks, and short and long-term opportunities as well as a review of program/service objectives. They develop and implement recommendations for strategic direction and program delivery; plan and manage information sharing; and provide project management for business improvement or program evaluation initiatives. They also lead and direct project teams, which could include external consultants involved in program delivery evaluation; and lead, develop and manage consultative relationships with stakeholders in planning, designing and developing information systems. They also develop reporting and measurement frameworks by benchmarking current process, program or service delivery in order to identify and quantify the improvements in service delivery resulting from the business improvement solution. They may also be involved in supporting key information technology governing bodies through research, development and implementation of central planning, management and reporting processes.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Theories/Principles

- Knowledge of program evaluation and strategic planning concepts and methodologies. **(Bring)**
 - Knowledge of the development and application of performance measures in relation to the government's accountability initiative. **(Learn)**
 - Knowledge of business process improvement methodologies, tools and processes. **(Bring)**
 - Knowledge of business case development processes and principles. **(Bring)**
 - Knowledge of current technology and its role in business process improvement. **(Bring)**
 - Knowledge of government and individual department structures, priorities, initiatives, programs and direction. **(Learn)**
 - Knowledge of business requirements analysis and gathering to optimize/and or to develop IT solutions for program delivery. **(Bring)**
 - Knowledge of human resource principles with particular emphasis on organizational change. **(Learn)**
 - Knowledge of project management methodologies. **(Learn)**
-



Skills

Skills are those demonstrated abilities, or proficiencies, which one has learned from his/her past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to verbally and in writing explain or present technical information to a variety of non-technical individuals and/or groups in a clear, accurate and understandable manner. **(Bring)**

Personal attributes which may link with this skill statement include: concise, logical, organized...

Team/Independence

- Ability to work independently, lead and participate as a team member to meet program goals and to build productive, positive work relationships. **(Bring)**

Personal attributes which may link with this skill statement include: personable, collaborative, client service oriented...

Leadership

- Ability to conceptualize, develop, monitor, adjust and implement projects, taking into consideration numerous and changing priorities, and or resources to achieve project goals. **(Bring)**

Personal attributes which may link with this skill statement include: innovative, focused, logical...

- Ability to constructively lead, advise and encourage others to achieve success in their work on change management initiatives and successful implementation of new processes and service delivery. **(Learn)**

Personal attributes which may link with this skill statement include: team oriented, focused, enthusiastic, confident, flexible...



- Ability to create, design and facilitate group processes to design data/process models that reflect the flow of business activity. **(Learn)**

Personal attributes which may link with this skill statement include: assertive, personable, focused, innovative...

Interpersonal

- Ability to build cooperative working relationships with co-workers and clients to ensure credibility and confidence in services provided. **(Bring)**

Personal attributes which may link with this skill statement include: team oriented, focused, enthusiastic, confident, flexible...

Organizational

- Ability to independently prioritize and organize one's own workload to meet tight deadlines within budget and successfully complete projects in a changing environment. **(Bring)**

Personal attributes which may link with this skill statement include: organized, logical...

Analytical

- Analytical Ability to extract, synthesize, conceptualize and apply ideas, processes and information to create solutions in a constantly changing technological and business environment. **(Bring)**

Personal attributes which may link with this skill statement include: logical, organized, focused, innovative...

Problem Solving

- Ability to identify, explore and evaluate options on processes and methodologies and information technology solutions in order to design new business systems and develop feasible recommendations. **(Bring)**

Personal attributes which may link with this skill statement include: logical, organized, focused, innovative...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are the underlying characteristics, which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, which can be described as feelings, attitudes, habits and traits. Each of these is demonstrated through one's behaviour.

The personal attributes are stated under the skill competencies for which they may be most critical.

Personal attributes for the Business Analysts include:

To Be...

- Client-service oriented
- Innovative
- Personable
- Assertive
- Collaborative
- Focused
- Concise
- Logical
- Organized

[Back to top](#)