

Business Analyst/ Information Technologist

Occupational Family/Code – Science and Technology: SIB, SIT

Profile created: 1997 06

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The competencies included within this job family apply to the full range of information technology positions. IT staff are involved in activities such as: technical support, network operations, software/hardware evaluation, project management, planning, information retrieval, analysis and reporting, systems analysis, software development and testing, and end user training and systems coordination and implementation. The depth and complexity of these functions vary according to the level of work and the nature of the systems environment within which the position operates.

Staff may work with a mix of software, hardware and operating systems. The size of the system and its complexity will vary, depending on the specific position. The position emphasis may be on technical support, systems planning and acquisition, network operations, information analysis, systems design or programming. Staff will often be required to consult with users to identify issues and resolve problems, and are frequently required to have a good understanding of the business functions of the user areas which they support. User requirements may be determined through dialogue, data gathering, interviewing, creating screens, prototypes and output reports and/or establishing processes for analyzing requirements and workflows. Many positions involve installation, configuration and maintenance of hardware, software or network technologies. IT staff may create test material to evaluate hardware, software, programs and/or system functions. They may inform and train users and prepare user manual documentation. These positions may also supervise other staff or contracted analysts. They may be responsible for the development and management of projects involving new hardware, software or information systems.

For some positions, analysts may need to be available after hours to perform some of the duties.



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.

Acts/Regulations/ Legislation

- Knowledge of applicable government legislation, regulations and procedures. **(Learn)**
 - Knowledge of ministry programs, standards, policies and expectations. **(Learn)**
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Theories/Principles

- Knowledge of strategic and project planning techniques. **(Bring)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisors only/Learn)**
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Technical

NOTE: Depending on the position, a specific knowledge may be required. For example: operating system, programming language. The level of knowledge will depend on the level of the position.

- Knowledge of database concepts, theories and principles. **(Bring)**
 - Knowledge of requirements analysis and solution design techniques. **(Bring)**
 - Knowledge of networking architecture. **(Bring – developers; Learn – network admin.)**
 - Knowledge of operating systems. **(Bring)**
 - Knowledge of computer hardware and architecture. **(Bring)**
 - Knowledge of programming concepts, techniques and languages. **(Bring)**
 - Knowledge of commercial software applications. **(Bring)**
 - Knowledge of information analysis techniques. **(Bring/Learn)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their 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 write a variety of detailed, accurate and clear (technical) material such as user, systems and requirements documentation and procedures, project plans, letters, requests for proposals, feasibility studies, recommendations and reports, at a level appropriate to the target groups. **(Bring)**

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

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

Personal attributes which may link with this skill statement include: self-confident, concise, creative...

- Ability to actively listen, paraphrase and ask precise questions in order to clarify and understand information being received. **(Bring)**

Personal attributes which may link with this skill statement include: diplomatic/tactful, patient, quick to learn...

- Ability to demonstrate and promote the use and value of new technology, programs and services in a manner that creates understanding, captures interest and enhances users' computer skills. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, concise, logical, creative...



Leadership

- Ability to constructively lead, advise and encourage others to achieve success in their work and contribute to the effectiveness of the work team. **(Learn)**

Personal attributes which may link with this skill statement include: honest/accountable/disciplined, assertive, diplomatic/tactful...

- Ability to assign work and evaluate employee performance taking into consideration priorities, workload and employees' skills. **(Learn)**

Personal attributes which may link with this skill statement include: organized, thorough, assertive, diplomatic/tactful, self-confident...

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

Personal attributes which may link with this skill statement include: proactive, service oriented, logical, creative, adaptable/flexible, thorough...

- Ability to facilitate a group process to successfully implement technological change and business transition within the organization. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, adaptable, flexible, patient, assertive...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...



Problem Solving

- Ability to independently interpret, comprehend and apply technical instructions and concepts to successfully acquire, install, modify, configure and maintain hardware and software components and administer networks. **(Bring)**

Personal attributes which may link with this skill statement include: logical, thorough, adaptable/flexible...

- Ability to diagnose technical problems such as delays, malfunctions and errors in order to determine the true cause of the problem and provide a (workable/reasonable/optimal) solution in a reasonable timeframe. **(Bring)**

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

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

Personal attributes which may link with this skill statement include: adaptable/flexible, self-confident, quick to learn...

- Ability to identify and respond to issues and concerns of others who may be angry or frustrated to reach a mutual understanding. **(Learn)**

Personal attributes which may link with this skill statement include: diplomatic/tactful, assertive, empathetic/sensitive, conciliatory...

Interpersonal

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisors only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...



Team/Independence

- Ability to work independently and participate as a team member to meet the needs of clients and co-workers and to build productive, positive work relationships. **(Bring)**

Personal attributes which may link with this skill statement include: adaptable/flexible, patient...

Organizational

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

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

Analytical

- Ability to gather, understand and synthesize specialized information in a way that can be applied to meet the needs of the organization and within given constraints. **(Bring)**

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

- Ability to identify, explore and evaluate options on data, processes and methodologies, information technology and potential systems design to make feasible recommendations. **(Bring)**

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

Technical

- Ability to design new or adapt existing systems/applications taking into account design alternatives, business requirements, and cost, resource and time constraints. **(Bring)**

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



- Ability to create and or modify a sequence of computer instructions in order to compile, link, build and test computer executables that meet design requirements within established guidelines. **(Bring)**

Personal attributes which may link with this skill statement include: logical, creative, visionary, quick to learn, methodical...



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 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, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Information Technology Group include:

To Be...

- honest/accountable/
responsible/ disciplined
- logical
- organized
- methodical
- learning oriented
- objective
- open-minded
- supportive
- adaptable/ flexible
- thorough
- creative
- diplomatic/ tactful
- assertive
- welcoming
- accommodate
individual differences
- understanding
- patient
- respectful
- self-confident
- empathetic/ sensitive/
conciliatory
- visionary
- concise
- equitable
- flexible

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