



## Systems Analyst - ITO

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

Profile created: 2005 05

Profile updated: 2007 01

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Systems Analysts in the Information Technology Office are involved in working closely with their clients and other stakeholders in capturing and defining visions for IT solutions.

They realize these visions by examining the functionality required, business rules and constraints that apply, non-functional requirements, and risks. They sometimes must also analyze business areas to clarify the scope and vision for IT solutions, which may require techniques such as modelling workflow within and between business processes, examining organizational structures, modelling information needs, and assessing problems for root causes.

They translate the needs of clients into detailed requirements that can be developed either into a solution or acquired. This requires working closely not only with clients but also with those who provide IT solutions. They analyze information collected from clients and stakeholders to determine underlying needs and requirements. They do this by conducting interviews, surveys, requirements workshops, and by reviewing documentation such as policy and regulations manuals.

For some positions, employees 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 ministry programs, standards, policies and expectations. **(Learn)**

*Specifically:*

- *Software Engineering Framework established within the Corporate Applications Branch that marries the concepts of iterative and incremental requirements analysis and project management methodologies established by the Project Management Institute*
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### Theories/Principles

- Knowledge of strategic and project planning techniques. **(Bring)**

*Specifically:*

- *Project management methodology established by the Project Management Institute (PMI) otherwise known as Project Management Body of Knowledge (PMBOK)*
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### Technical

- Knowledge of database concepts, theories and principles. **(Bring)**
- Knowledge of requirements analysis and solution design techniques. **(Bring)**

*Specifically:*

- *Requirements analysis and solution design methodologies including the traditional waterfall approach and the iterative and incremental approach*



- Knowledge of programming concepts, techniques and languages. **(Bring)**

*Specifically:*

- *(note: an understanding of programming concepts and capabilities is required but direct programming is not a responsibility of the systems analyst)*
  - Knowledge of commercial software applications. **(Learn)**
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## 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 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, 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: concise, creative, tactful/diplomatic...*

- 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...*

- 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. **(Learn)**

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

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## 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/disciplined, assertive, diplomatic/tactful, respectful...*

- 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, diplomatic/tactful...*

- 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: service oriented, logical, 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: flexible, patient, assertive...*

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## Problem Solving

- 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...*



- 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, patient, respectful...*

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### Interpersonal

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

*Personal attributes which may link with this skill statement include: understanding, respectful...*

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### 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, respectful...*

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### 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, logical...*

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### 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...*

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## 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 Systems Analysts include:

#### To Be...

- Honest/Disciplined
- Logical
- Organized
- Self-confident
- Service-oriented
- Adaptable/Flexible
- Thorough
- Diplomatic/Tactful
- Assertive
- Understanding
- Patient
- Respectful
- Concise
- Creative

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