

POSITION TITLE:	WRPS Business Analyst	DEPT/DIV.:	Support Services
REPORTS TO:	PRIDE Business Analyst Supervisor	BRANCH:	Information & Technology
ASSOCIATION:	Civilian	LOCATION:	Headquarters
GRADE LEVEL:	E	DATE DEVELOPED:	October 2006
		HOURS OF WORK:	0800 - 1600 Monday to Friday

GENERAL PURPOSE:

To assist the PRIDE Business Analyst Supervisor in the design, development, implementation and maintenance of systems and project solutions for Waterloo Regional Police Service (WRPS). Plans and prioritizes needs; explores available options and recommends solutions to the PRIDE Business Analyst Supervisor and PRIDE IT Director. Collects data and administration policy and data access rules; researches, analyzes and documents current and future data requirements.

Designs and facilitates system entry training to new and existing members of WRPS to ensure members are educated in regard to correct data entry processes and discrepancies on the system. To administer quality control systems of WPRS data entered onto Niche RMS.

The Business Analyst works closely with functional area(s) of WRPS to aid in the support of existing systems while working with the PRIDE Business Analyst Supervisor on the implementation and support of all Niche RMS initiatives and related systems or interfaces within the functional area(s).

MAJOR RESPONSIBILITIES:

Assists in the research, design, development and delivery of IT systems training programs for WRPS members, including the orientation of new staff and the training of current members who obtain new roles in the Service through transfer or promotion. Assists in identifying learning objectives and selection of instructional methodologies and tools. Develops and facilitates Niche RMS training for police service members individually and/or in groups. Monitors training and recommends future training and development programs. Identifies individual learning requirements; designs individual programs to improve data entry discrepancies on Niche RMS as well as to ensure the integrity of the information stored in Niche RMS.

Responsible for data management, system management and version installs in the Niche RMS computing environment, including configuration, security, resource monitoring, reporting, troubleshooting and the development of specialized programs.

Maintains regular contact with members of various ranks of WRPS in order to exchange information of a specialized nature, identifies system needs, develops recommendations, installs, maintains and repairs application requirements, and responds to requests for assistance and technical advice.

Develops strong working relationships with WRPS staff members. Initiates and monitors special project teams or initiatives to address workload problem areas within all branches of WRPS in relation to data information systems.

Monitors the quality, validity and security of records maintained within WRPS service partners, Niche RMS files and on the RCMP Canadian Police Information Centre (CPIC) computerized systems, to ensure they remain intact and secure.

Prepares and administers quality control systems, to ensure data entered is accurate; to identify discrepancies and notify the appropriate members for correction, to ensure inaccurate entry is not duplicated. Communicates discrepancies to civilians and sworn officers of all ranks on proper use of Niche RMS, to improve the quality of data in the system. Coordinates re-education of members to ensure correct data entry processes are adhered to. Meets with department supervisors and branch members to rectify Niche RMS entry discrepancies and to implement recommendations. Maintains and updates information contained in the tables and templates of Niche RMS and other related applications.

Recognizes and identifies potential areas where existing procedures require change, or where new ones need to be developed. Provides weekly and monthly reports outlining quality of data and communicates with branches within WRPS regarding discrepancies. Notifies the PRIDE Business Analyst Supervisor regarding non-routine issues, system problems, recommends solutions and receives direction.

Contributes to project planning and control, including estimating and planning of specific tasks, provides direction, guidance and technical support to members, assigns tasks to seconded project members with reasonable deadlines and ensures adherence to defined schedules for project timelines to remain on target.

Supervises the deployment, and facilitates the testing, training, modification and implementation of systems or system enhancements by way of new releases. Prepares system prototypes for user consultation by creating a test environment and system design. After user acceptance, monitors the adherence to WRPS standards.

Accumulates information, analyzes, troubleshoots and manages WRPS issues in regard to Niche RMS application. Communicates with technical representatives of WRPS needs and provides systems management.

Coordinates day-to-day project activities of others to ensure project tasks are disseminated to the appropriate team member and tasks are completed in a timely fashion. Provides detailed problem solving support to all areas of WRPS.

Coordinates and implements specific assigned system development and implementation activities including the preparation of the user requirements definition, systems analysis, general and detail design documents, development prototyping and implementation based on the needs of all WRPS business units. Analyzes user requirements and generates alternative approaches to information systems design.

Exchanges software design, systems information, specifications and addresses issues with staff from other police services across Canada and performs necessary project related functions as the application administrator for WRPS. Maintains WRPS links to federal and provincial applications and systems, and has access to highly sensitive and confidential information as generated by specialized areas across the police service and/or multiple external sources such as the Central Bureau on-line computer application known as the Automated Criminal Intelligence Information System (ACIIS).

Maintains current working knowledge of all legislative, court and police service procedural changes which impact the IT needs of the service and training requirements of all branches; develops and facilitates required training.

Assists in troubleshooting of application related issues and work with the other members of the IT Staff to solve database and programming related issues, including the monitoring and weekly reporting back to front-line users. Monitors new business processes to ensure the integrity of the changes. Provides support to users during transitions. Plans and coordinates software issues with other Information Technology (IT) PRIDE agencies including mutual application issues and technical operations matters. Provides operational and functional expertise, arranges scheduling and consults with the PRIDE Business Analyst Supervisor as required.

Liaises with vendors such as Niche, Microsoft, Bell, and the Region of Waterloo to ensure schedules, guidelines and protocols are adhered to, and client requirements achieved. Liaises with other police agencies to discuss common issues and business processes. Participates with the software vendors and other vendors in the assessment of advanced transaction processing and database productions including beta and field test participation.

Assists in forecasting future system utilization and equipment requirements for WRPS. Designs, develops, sets standards and monitors the necessary infrastructure process associated with the application of the Niche RMS, CAD and Mobile Work Station (MWS) system changes, implementations and maintenance. Supports and administers the current and Oracle RMS systems.

Assists the PRIDE Business Analyst Supervisor in analyzing department technology needs required for the design, development and implementation of Niche RMS systems initiatives on an ongoing basis. Assists the PRIDE Business Analyst Supervisor in the preparation of technology related reports to meet departmental requirements including preparation of Request for Information (RFI), Request for Personnel (RFP), Solution Analysis, and Solution Design.

Assists the IT Director and the PRIDE Business Analyst Supervisor in the development of annual plans for the assigned functional area(s) ensuring that major initiatives are in line with the Information Technology, Information Services and PRIDE strategic plan.

Provides task related guidance for the daily activities of the members of various project groups. Provides senior leadership to database design teams, database programming groups, IT and Niche RMS project members including being conversant with and cognizant of the future direction of systems, how that direction will impact the project and how future and current systems can be utilized for the benefit of WRPS.

Works closely with IT members to coordinate current and future project plans and activities including coordination and technical assistance to facilitate specific development projects that involve the computing environment, the coordination of software upgrades and the installation of new products. Liaises with both inside and outside departments on a regular basis regarding data requirements and the configuration of Niche RMS. Trains members of various group dynamics on new and existing data entry processes.

Creates and maintains system documentation. Documents WRPS and PRIDE IT system manuals, policies and procedures and training standards to assist in providing technical guidance to the WRPS and PRIDE IT group as a whole.

Responsible for the compilation and distribution of statistics generated from Statistics Canada as requested, utilizing logical report writer statements as necessary to retrieve information required. Compiles monthly and annual statistics for the PRIDE Business Analyst Supervisor. Prepares updates for submission to the PRIDE IT Director to indicate project status. Prepares on an annual basis a plan highlighting member training requirements, service level objectives and other pertinent career developments. Annually verifies and prepares statistical information for annual reports.

Reviews uniform Crime Reporting (UCR) Statistics Canada generated reports by Niche RMS and assists with the necessary training of the Records Branch and other areas of the service to correct Niche RMS occurrences.

Assists with the review of existing and the creation of new procedures. Recommends and implements future systems to enhance department productivity. Supports the

PRIDE Business Analyst Supervisor by performing additional duties as requested. Performs duties of PRIDE Business Systems Analyst Supervisor in his/her absence.

Performs other duties as required in accordance with job responsibilities and departmental objectives including scheduled and emergency tasks beyond normal business hours.

RESPONSIBILITY FOR MATERIAL/FINANCIAL RESOURCES:

In consultation with the PRIDE Business Analyst Supervisor ensures that WRPS seconded working groups' personal computers, and related computer hardware and application systems in their functional area are to the high level of standards required for the entire WRPS organization to function to full potential. Ensures other equipment assigned to the branches of WRPS properly interface to the Niche RMS application.

Based on research, understands the impact of changes to Niche RMS or operational changes that will have various impacts on areas of WRPS, including the possible impact on staffing needs and resources. Provides recommendations to the PRIDE Business Analyst Supervisor of any changes to Niche RMS, staffing and all implemented applications, hardware needs and external applications which will improve WRPS service applications.

NATURE & IMPACT OF ERROR:

Improper instruction to WRPS users of Niche RMS and other databases could result in errors in the work of others.

Failure to effectively communicate and supervise operative areas of WRPS could result in Service wide system dysfunction.

Failure to effectively perform quality control systems; delays in training, re-education of members data entry processes and failure to ensure discrepancies are corrected could result in a build up of inaccurate Niche RMS data being used by the Service.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

Provides task supervision of seconded project personnel. Recommends changes to work flow processes, task assignments to the PRIDE Business Analyst Supervisor.

CONTACTS & HUMAN RELATIONS:

Internal:

Receives daily direction and guidance from the PRIDE Business Analyst Supervisor. Assigns work, directs, and provides task guidance to supervised project staff. Collates and regularly discusses outstanding WRPS branch issues with appropriate personnel. Provides guidance and recommendations to local administrators of the WRPS services implementation team members. Converses with civilian and sworn members of all ranks to provide information, discuss the use and application affects of Niche RMS on all areas of the service. Shares information regarding departmental initiatives and other best practices with all other members of the team on a regular basis. Contacts may occasionally be irate and frustrated, requiring the incumbent to use basic crisis intervention skills.

External:

Provides system entry leadership, guidance and training to WRPS department supervisors and members. Assists in identifying possible approaches to system issues and provides recommendations to department leaders on changed business processes.

Regularly has contact with staff from other police services to exchange information with government agencies such as the RCMP in relation to CPIC regulations and reporting criteria and with Niche distributors. Coordinates with federal, provincial, regional and community organizations links and systems as required. Ensures compliance of standards across all the organizations.

EFFORT (Mental/Physical):

Assesses compliance of work activities of WRPS project members to ensure job tasks are performed in accordance with the rules, policies, and procedures established by each PRIDE police agency, as well as provincial and federal legislation including the Criminal Records Act, Retention Bylaw, Disclosure protocol, Access to Information, Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Occupational Health & Safety Act, Police Services Act, and the Human Rights Code.

Reviews and recommends revisions and establishes new policy standards to ensure that procedures meet requirements as mandated by Policing Standards.

Works independently, under the general direction and guidance of the PRIDE Business Analyst Supervisor. Brings unusual queries to the attention of the PRIDE Business Analyst Supervisor for direction.

Uses judgement and problem solving skills to assess all factors and circumstances in unique situations impacted by new legislation and current WRPS policies.

Uses the Internet, government sources, and police magazine articles to research new legislation, technology and services relating to Niche RMS functionality. Researches and analyses various sources to resolve specific problems to provide support to other

branches within the WRPS areas.

Maintains current knowledge and skill level through self-study, external courses, seminars and networking.

Visual concentration and attention to detail are required when operating a computer terminal and when performing quality control of Niche RMS entries for the entire Service. Notifies and trains WRPS members on Niche RMS best practices to ensure discrepancies are corrected and not duplicated.

Prepares project schedules. Schedules time of WRPS members to ensure members are present at various training sessions.

Periods of sitting, visual concentration, manual dexterity, and attention to detail are required when attending meetings, reviewing all areas of the Niche RMS system, or using a personal computer to conduct research and write reports. Occasionally lifts, pushes, and pulls up to 40 lbs when unloading supplies and lifting computer related equipment.

WORKING CONDITIONS:

Work is performed in an open concept office, shared by other members of the IT Department, subject to travel within and outside of the PRIDE Region to attend meetings, seminars, and workshops such as Ontario Association of Chiefs of Police (OACP) IT, Canadian National Technical User Group (CNTUG), conferences related to software applications and functional working departments.

As a project planner work is subject to deadlines in accordance with multiple project timelines, providing reports, statistics and recommendations to the PRIDE Business Analyst Supervisor requiring the incumbent to schedule own daily activities, as well as those of staff, to meet work demands and deadlines. Work is subject to peaks and changes in technology or government mandated reporting protocol. Work is subject to frequent interruption from staff and others.

Occasionally works extended hours when dealing with application system problems and/or to meet project deadlines. May occasionally be paged or called by police service members after hours by staff that requires clarification of applications in the event of system malfunction.

SKILL:

a) Knowledge:

Demonstrates the ability to attain knowledge of WRPS procedures including records management systems, procedures and knowledge of information technology, including manual, automated, and other related system applications. Comprehensive knowledge of Niche software is required through a minimum 2 years extensive experience working with the current Niche RMS. Project supervisory experience would be an asset to this role.

Previous job experience in preparing and conducting presentations to various groups is required. Ability to instruct and train sworn and civilian members of various ranks in specific work methods or procedures with prior job experience as a Niche RMS trainer is required. Working knowledge of adult education theories and principles is required to present information that is complicated and must be carefully explained to members to educate them on the importance of correct system entry to the PRIDE system.

Comprehensive knowledge of the functions of operational and administrative areas of WRPS, including Niche RMS, CAD, CPIC and external applications that directly or indirectly affect those systems. Knowledge and the ability to retain knowledge of the judicial process and court related terminology, administrative and paper flow processes. Ability to reference applicable sections of the Criminal Code and CPIC Reference Manual. Ability to collect, interpret, analyze, and apply knowledge related to agency work experience and apply this knowledge to applications changes to Niche RMS. Regularly review application literature regarding system methodologies, development productivity tools and techniques and attend seminars, conferences and training as required.

Strong working knowledge of WRPS practices, policies, and procedures, as well as related provincial and federal legislation including the Police Services Act, Criminal Records Act, Micro Computer Policy, the Municipal Freedom of Information & Protection of Privacy Act (MFIPPA), Access to Information, disclosure protocol, and the Records Retention Bylaw.

Attainment and continued accreditation, where applicable, of the following certificates or equivalent is an asset:

Facilitating Adult Learning Course
Adult Education Course

Analytical thinking and the ability to formulate logic-based statements to retrieve data from a relational database, access maintenance files, edit functions and run reports. Ability to apply attained knowledge to work situations and circumstances.

Project management skills are required to organize project tasks and ensure task completion by others. Ability to organize and prioritize tasks to determine and set

short and long-range plans for various areas of the services management functions; works independently in a team environment; and adapts to frequently changing priorities to meet strict multi-project deadlines.

Communications, interpersonal, human relations and leadership skills are required to supervise staff and advise members; to mediate and use discretion when defusing unpredictable situations; to exchange information with senior staff, supervisors, civilians and officers to explain police policies and legislation to those who are unfamiliar with processes; to participate in meetings and workshops; and to represent the police service in a professional and diplomatic manner.

Proficiency in the operation of a personal computer and ability to interpret requirements for and use software programs such as Microsoft Word, Excel, Power Point, Visio, Adobe Acrobat, Internet Explorer, Outlook and Microsoft Access. Comprehensive experience working with the Internet/Intranet and e-mail to communicate with internal and external associates and to download relevant training information and material.

Attention to detail is required when performing quality control of data.

A valid Class "G" Ontario Driver's Licence with no more than six demerit points required to travel within and outside the Region to attend meetings and seminars.

Ability to work independently with limited supervision; to adapt to changing priorities, and to organize and prioritize using strong time management skills. Ability to coordinate work schedules and time for maximum efficiency and productivity.

Ability to meet police security clearance requirements and to maintain a high level of confidentiality.

Ability to participate as an effective team member and to support the project values compatible with the organization.

Ability to meet testing requirements for the position.

b) Language Communication (Written & Verbal):

Ability to write clearly and effectively using appropriate style, format, grammar, and tone in informal and formal communications, including reports and correspondence. Ability to explain the organization's position in relation to the specific concerns if disagreements or differences of opinions arise.

Ability to read material and related magazines with respect to CPIC and Niche RMS, articles; policy and procedures manuals, and various legislation impacting on the police agencies.

Ability to effectively communicate through telephone, e-mails and web-based communication in a friendly, efficient and professional manner to explain and clarify aspects of Niche RMS and other systems.

Ability to present information to WRPS members including senior staff, outside agencies, and the Police Serves Board; actively participates in group meetings with internal and external contacts. Assists the PRIDE Business Analyst Supervisor to prepare formal and informal presentations to members of the police agencies. Ability to coach, mentor, orient, train identify and disseminate learning requirements.