

Careers at the AESO

As an independent system operator, the AESO leads the safe, reliable and economic planning and operation of Alberta's interconnected power system. The AESO also facilitates Alberta's fair, efficient and openly competitive wholesale electricity market, which in 2010 had about 175 participants and approximately \$5 billion in annual energy transactions.

Operations Solutions Analyst (SME)

Position Summary

The Operations Solutions Analyst AKA Subject Matter Expert will have special, in-depth knowledge of a business area that enhances Operations' understanding of a given legacy process. The SME plays a critical role in defining business needs, test requirements, and software functionality, and is considered as a recognized expert and authority for a given business process.

The Operations SME will act as a trainer, peer-reviewer, approver, as well as a knowledge sharer on some or all projects and programs at the AESO.

Accountabilities and Responsibilities

- Specialized business function domain expert
 - Expert/in-depth knowledge of the business domain that is relevant to the business need or solution scope
 - Defines business need. Has most direct awareness of problems or limitations that exist in current systems & effects those have
 - Provides information on strengths & weaknesses of current capabilities, and suggests approaches & identifies assumptions /constraints
 - Participates in identifying affected organizational units, helps BA with modeling scope of possible solutions
 - Determines relative priorities of required capabilities
 - Assists in estimating business benefits expected from new initiative
- Business requirements
 - A major source of requirements; availability is critical when planning BA activities
 - Recommends other business experts to assist in defining requirements
 - Informed of performance of business analysis activities in order to set expectations for their involvement
 - Participate in prioritization of requirements, assesses relative business need, & negotiates importance
 - Assist with need requirements using familiar terminology
 - Help to ensure requirements are provided to BA during the requirements elicitation process
 - Consulted and looked to for value of change requests
 - Involved in review and approval of requirements and of solution assessment

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- Reviews requirements traceability matrix, and ensure that requirements have coverage
- Helps refine and determine feasibility, correctness, and completeness of end-user's requirement. Participates in requirements gathering
- Reviews Developer usage scenarios and use cases
- Resolves conflicts between proposed requirements
- Defines implementation priorities
- Specifies quality and performance requirements
- Evaluate user interface proposals
- May also be involved in RFP or RFI's
- Planning
 - Assists with defining scope and limitations of project
 - Assists in definition of interfaces to other systems
 - Works with project team in evaluation of impact of new system on business operations
 - Help answers questions associated with the design of the status quo application, its features, and its capabilities
- Validation & Verification
 - Inspects requirements documents
 - Defines user acceptance criteria
 - Develops test cases from usage scenarios
 - Provides test data sets
 - Performs Beta Testing Provide input for the design and construction of test cases and business scenarios
 - Validates executed test results
- User Aids
 - Writes portions of the user manuals and help text
 - Prepares training materials for tutorials
 - Presents product demonstrations to peers
- Change Management
 - Evaluates and prioritizes defect corrections
 - Evaluates and prioritizes enhancement requests
 - Evaluates the impact of proposed requirements changes on users and business processes
 - Participates in making change decisions
- Develops Project Review Documents for new objectives or correcting a gap
- Supports System Controllers & other User of Tools
- Designs, builds, and creates UAT test scenarios and test cases; contributes and approves UAT test strategies
- Focuses on business need & internal relationships
- Understands workflow and efficiency/deficiency escalation/optimization
- Provides content for training materials
- Assists with creation and commissioning of handover documents to Operations

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Education

- Post-secondary degree in business, engineering or related field
- Equivalent experience may be considered in lieu of education

Knowledge, Skills, Abilities and Experience Required

Must have's:

- Substantial experience in business analysis.
- Experience of working within a structured project management framework.
- The ability to quickly develop an understanding of AESO Operations & project processes and project framework to ensure the team adheres to.
- Excellent communication, negotiation, problem solving skills. Self reliant and enthusiastic.
- Task and results orientated.
- Fosters open and frequent communications within team and stakeholders.
- Possess conflict resolution, change management abilities and innovative ways of doing things.
- Good experience using the Microsoft Office suite to produce documentation and communications.
- Comfortable working with both business users and technical specialists.
- Excellent written and verbal communication skills
- Well organized, self starter with a planned and structured approach to analysis.

Preferable:

- Power Systems/Energy/Wind/Utilities Industry experience

If you are interested in the above position, please email your resume in confidence to careers@aeso.ca in order to be considered.

The AESO is unable to accept unsolicited agency resumes. Any resumes submitted become the sole property of the Alberta Electric System Operator.

The AESO would like to thank all applicants for their interest; however, only those candidates selected for interviews will be contacted.

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