



NOTICE: Effective January 15th the OPS will be posting new job advertisements on the eCareers website daily. New job advertisements will be posted throughout the week, Monday through Friday. Please check the site regularly to see new opportunities available within the OPS.

Please note that the **job alert** function is temporarily unavailable. We are working on correcting the issue, but in the meantime, please check the website regularly for updated job posting details. We will post an updated message on the site when the job alert function is functional again.

Job Specification

Position Title: Security and Contingency Planning Analyst
Job Code: AMAPCEO - Prog Analysis Ama Unit APA17, 17APA
Job ID: 19753

Purpose of Position:

- To support implementation and ongoing management of the OPS emergency management and business continuity planning program in ServiceOntario.
- To support operationalization of corporate policy directives as they relate to employee, information and service delivery matters and assist in the completion of Emergency Management and Security Branch core requirements.
- Support the development and maintenance of business continuity and emergency response plans and programs.
- To prepared briefing materials, presentations and reports on Business Continuity and Emergency management as required.
- To research, analyse and provide recommendations on service wide continuity of operations and security policies.
- Providing support to the ServiceOntario branch Management Team through the Manager Risk Management in the area of BCP and Emergency management including tracking, monitoring, problem solving resolution or escalation and performance reporting
- Identifying emerging issues and trends and flagging any issues that may impact ServiceOntarios ability to deliver services to the public.

Duties/Responsibilities:

ServiceOntario as the Retail Expert for delivery of government services provides important services to its taxpayers. As a result, the ServiceOntario has an obligation to ensure the safety and protection of its employees, the continuity of direct delivery of services to the public and protection of organizational assets. It is within this context that the position performs the following duties.

- Supports the development of business continuity and emergency management plans for programs within ServiceOntario applying OPS business continuity and security related policies and standards, procedures, processes and guidelines.
- Updates and completes documentation required by the Security Services and Contingency Planning Branch and Emergency Management Ontario including Security Assessments, Baseline Service Inventories, Business Risk Assessments, Business Impact Assessments, Recovery strategies etc.
- Maintains a database of information on the various ServiceOntario delivery locations.
- Incorporates the requirements of service delivery partners in Business Continuity Plans
- Documents alignment of Information Technology and partner plans with recovery strategies and expectations of ServiceOntario and business partners.
- Incorporates best practices into the development of plans and business continuity, emergency management and overall security awareness materials.
- Prepares training material on BCPs, emergency management procedures and security awareness materials for use by ServiceOntario program staff to sensitize them to corporate policy requirements and to familiar programs with requirements for continuity of operations in event of a disruption
- Researches business continuity/emergency management and security policies, programs and processes of other jurisdictions and their implementation.
- Supports analysis of new OPS policy requirements and their impact on existing procedures.
- Supports development of short-, medium- and long-term strategies, plans and tactics to meet the Emergency Management and Security Branch requirements.
- Prepares statistical reports, business plans, house notes, briefing materials, options and recommendation papers on ongoing BCP and other emergency/security program status and emerging issues for presentation to senior ServiceOntario executives
- Prepares ongoing updates to Team Lead and Senior management on the progress of the Business

Continuity and Emergency Management programs in ServiceOntario.

- Maintain a current knowledge of BCP, Emergency response and security policy methodologies, best practices and trends in public and private sectors.

Knowledge:

- Position requires good knowledge and understanding of emergency management, business continuity planning, preventative security strategies, relevant legislation, corporate security policies and directives.
- Research and analytical skills to prepare various reports, problem-solving skills to develop solutions to delicate and urgent continuity of operations situations and to identify alternatives to assist ministries meet their program priorities.
- Good communication, consultative and negotiating skills to maintain an ongoing relationship with ministry emergency management and program staff.
- Knowledge of the ministry's vision and mandate, sound knowledge of the functions/activities and mandate of the ServiceOntario, and a solid knowledge of the programs, products and services provided to individual Ontarians by other ministries in order to recognize business continuity planning imperatives in the organization.
- Ability to establish work priorities, anticipate issues and obstacles in the planning process.
- Excellent time management skills along with the consistent capacity to produce high quality results on time, the ability to deal with a high quantity of incoming information on an ongoing basis and the ability to roll-up/consolidate plans/reports/information from various sources - programs/branches/divisions.
- Ability to develop methodical, consistent and coherent processes and tools to collect information in a format/level that meets reporting needs and ensures accuracy, solid analysis and reliability.
- Proficiency in using PC/network based word processing, spreadsheet, database, presentation and project management software to input/analyze data, prepare presentations/documents for senior management approval.

Judgement:

- Work is performed under the direction of a manager within the broad framework of the governments legislation and corporate policy and directives, governments agenda and priorities for business continuity, emergency management and security in the OPS.
- Judgement and discretion is exercised in maintaining awareness of the governments business continuity and security programs and associated impacts on ServiceOntario.
- Judgement is exercised in applying a variety of critical business continuity, emergency management and security trends and patterns;
- Tact and discretion are required when dealing with sensitive personal information and in dealing with program and ministry staff.
- Judgement is exercised in researching, analyzing and synthesizing information from a broad range of sources internal and external to ServiceOntario in consultation with its management and staff, ministry clients, service providers and customers.
- Judgement is exercised in identifying and proposing a response to ministry client and customer needs; in developing strategies, identifying continuity of operations requirements.
- Judgement is exercised in anticipating and analyzing emerging issues and in recommending resolutions to complex that cross organizational boundaries.

Accountability - Programs:

- The position is accountable for providing support to ServiceOntario programs on the business continuity, emergency management requirements of the OPS emergency management and security branch and its implementation, applying Corporate policy and directives as they relate to continuity of operations matters and assisting ministries with their application.
- Identifying and recommendation response to immediate and emerging issues.
- Maintaining current knowledge of trends and developments in business continuity, emergency management and security matters.
- Documenting sound Business Continuity Plans.
- Position has a direct impact on service delivery objectives as strong BCP is key to continuity of operations.

Accountability - Impact of Errors:

- Development of inaccurate business continuity planning could impact on the ability of a ServiceOntario program to respond effectively to a service disruption or emergency. Disruption in service delivery could result in liability for ServiceOntario, revenue loss and embarrassment to the government as a whole. Further impacts include the erosion of the public confidence, and the confidence of other partner ministries, in ServiceOntario.

Contact - Internal:

Position has regular daily contact with ServiceOntario to support development, implementation and maintenance of business continuity plans. Regular contact with peers and program staff to solicit information in order to respond to inquiries, obtain and provide information. Frequent contacts with

program and management staff to identify problems/issues, provide advice/recommendations around BCP and SSCP information.

Contact - External:

Occasional contact with representatives of external stakeholders and business organizations, ServiceCanada, other municipalities) for research, information and to respond to inquiries.