

Working Title

Name

Issues Manager, AI Lead

Position Number	Reports to Position No., Class & Level	Division, Branch/Unit	Ministry
			Technology and Innovation
Present Class	Requested Class		Levels to Deputy Minister (Not including incumbent level)
Dept ID	Program Code	Project Code (if applicable)	

POSITION SUMMARY: Briefly describe the main purpose of the position, and why it exists for the most part (See Management Job Description Writing Guide [Page 7](#)).

The Issue Manager, AI Lead is responsible for providing strategic issues management and coordination support to the Deputy Minister (DM) for the ongoing operational management of the division, as well as managing the daily operations and business flow of the DM's Office. This includes developing, coordinating, and evaluating administrative and operational management policies and processes to support the business requirements of the department, while ensuring compliance with relevant ministry and government policies and practices.

This position plays a critical role in ensuring that the DM receives timely and accurate briefings and advice on current and emerging issues, and that issues are communicated to affected program areas. Establishing, implementing, and monitoring effective communication processes and information management systems are important components of this role. The Issue Manager will assess issues, determine their nature and priority, research and coordinate supporting information, and take appropriate action to ensure that inquiries are dealt with in a timely, accurate, and coordinated manner within the division.

Responsibilities include coordinating major initiatives and projects, delegating responsibilities and project components to senior division staff, and contributing to policy development, formulation, and review. This position also provides research, analysis, policy development, and planning support allowing decision makers to make informed and knowledgeable decisions.

This position is an integral member of the division leadership team that develops strategic direction and oversees the implementation of strategic plans. The Issue Manager also provides research, analysis, and policy development support for Ministry operational policies, legislation, and regulations.

The role includes a strong component of strategic issues management and coordination working with the Deputy Minister's office, Executive Council, and ministry DM's and their executives on key background documents to support government decision making including: Memoranda to Cabinet, Strategic Communications Plans, Recommendation for Order in Council (ROC), Recommendation for Ministerial Orders (MO) and others. The incumbent may attend meetings of key teams and committees on behalf of the Assistant Deputy Minister. The position also develops and maintains effective relationships and partnerships with other government jurisdictions, industry representatives and stakeholders, interest groups, the public, and other ministries through significant networking and communication activities that help promote and respond to issues. The role also coordinates inputs for departmental and divisional business planning, as well as outcomes and metrics for measurable statistics.

This position is pivotal in driving the modernization and transformation agenda within the DMO of TI. The Issues Manager & AI Lead is responsible for leading the design and implementation of innovative, AI-driven processes that enhance operational efficiency, internal policy development, and stakeholder engagement.

SPECIFIC ACCOUNTABILITIES: List the most important end results or outcomes of the position and how they are achieved. Each end result shows what the position is accountable for, within what framework and what the added value is. Normally a position has 4-8 core end results. For each end result approximately 3-6 activities should be described (See Writing Guide [Page 8](#)).

1. Issues relevant to the DM and the division are identified and appropriately addressed through the direction and coordination of a diverse range of resources and activities:
 - Establishes and maintains effective relationships and communication linkages with the Minister's Office, DM Offices and staff, as well as key stakeholders, clients, and ministry partners.
 - Identifies issues through regular communication with division and ministry staff; monitoring strategic initiatives, key projects, delivery of services, internal and external environments; and reviewing division and ministry briefing and reports.
 - Supports a results-based, customer-focused issues management approach by identifying and prioritizing emerging and potentially sensitive issues; initiating action in collaboration with senior staff to address issues; proposing solutions and/or recommendations consistent with ministry position, direction, and goals as outlined in business plans; and communicating outcomes, where appropriate.
 - Manages and coordinates the preparation of briefings and background materials. This includes coordinating with communications staff, other divisional and ministry contacts, as well as delegating activities to senior divisional representatives and staff.
2. DM's office is appropriately managed to ensure efficient, effective, and coordinated operations and outcomes:
 - Develops, implements, and evaluates administrative and operational management systems and processes to enhance organizational efficiencies with the DM's office and the division to support business requirements.
 - Follows up on all tasks delegated, information requests, and action items through a tracking system.
 - Identifies strategic, administrative, and operational management issues with potential impact on the DM's office and/or the division; develops and recommends solutions and actions.
 - Informs the DM of the status of key initiatives, general administration, and operations within the division. Interprets ministry and government policies in a manner consistent with the direction of the Deputy Minister. Tracks budget, ensuring alignment with key initiatives and priorities.
3. Develop and implement AI-enhanced workflows and automation
 - Successful deployment of AI-powered solutions that automate routine tasks and support decision-making.
 - Increased adoption of AI tools across the DMO, with staff demonstrating proficiency and confidence.
 - Tangible improvements in data accuracy, reporting speed, and operational insights.
 - Scalable AI applications that are leveraged in other ministry units or enterprise-wide.
 - Reduced manual workload and error rates through intelligent automation.
 - Documented case studies showcasing the impact of AI on business outcomes.
4. AI Governance and issues oversight
 - - Proactive identification and resolution of operational issues before they escalate.
 - - Timely and effective responses to critical incidents, minimizing disruption to DMO activities.
 - - Comprehensive tracking and reporting of issues, trends, and resolutions for executive review.
 - - Improved risk mitigation strategies and contingency planning.
 - - Enhanced collaboration with stakeholders to address and resolve cross-functional challenges.
 - - Increased confidence among clients and partners in the DMO's ability to manage complex issues.
5. Communication and information requirements associated with the effective operation of the DM's Office and division are managed and coordinated by developing and maintaining effective processes, guidelines, and working relationships.
 - Provides leadership to Divisional representatives utilizing Ministry Action Request System (ARTS) to ensure that assignments are addressed in an appropriate, timely, and coordinated manner.
 - Reviews all correspondence and documentation managed through ARTs to ensure that written responses are clear and accurate, consistent with ministry and division policies and direction; and resolves any inconsistencies or issues prior to forwarding to DM.
 - Reviews all other incoming and outgoing DM correspondence and documents and actions out responses. Prepares, coordinates the preparation of, reviews, and edits materials prepared for GOA decision making processes including Minister's Reports (MR's), Requests for Decision (RFD), Strategic Communications Plans, Recommendation for Orders in Council (ROC), Recommendation for Ministerial Orders (MO), and others.

- Ensures an effective communication and information flow between the ADM office and divisional units and implements actions to build team cohesiveness.
- Liaises with ADMs, Executive Directors and Directors to ensure appropriate responses to complex/sensitive issues, and prepares responses to sensitive and/or complex inquiries as requested by the DM.
- As a member of the Service Alberta Issue Manager team, provides divisional input into Executive administrative processes and planning; supports effective/efficient operation of Executive administrative teams; communicates and clarifies divisional issues/priorities.
- Serves as the division representative for human resource and payroll issues ensuring division staff are informed and advised of issues affecting them.
- Collaborates with other areas of the ministry in responding to/processing requests received under the Freedom of Information and Protection of Privacy Act on behalf of the division.

6. The DM and senior division representatives are supported in achieving the mandate, goals, objectives and operations of the division:

- Participates in the Division Leadership Team; contributes to the determination of strategic directions for the Division; helps identify and prioritize items for discussion by the team; provides information to determine and clarify action required; and follows up on action items and assignment.
- Accompanies, and occasionally represents, the DM at meetings; provides input and perspectives; summarizes views of participants; and suggests strategies to resolve issues and problems.
- Coordinates and contributes to special projects and initiatives as directed by the DM, including the research and preparation of policy options and responses.

KNOWLEDGE/EXPERIENCE: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, specialized techniques, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 9-10](#)).

The Issue Manager, requires extensive and broad knowledge of:

- Government business plan goals, policy directions, structure, and affiliated organizations, particularly as they relate to the division and ministry mandates.
- Division and ministry business plan goals, strategic priorities, issues, programs, and resources.
- Government and ministry business planning and budget cycles.
- Strategic, business, and operational planning theories, methodologies, principles, and techniques, including applicable government policies and guidelines.
- Issues and practices relating to legislative and policy development, issues management, and stakeholder consultation. Applicable legislation, regulations, ministerial orders, and guidelines (i.e. Freedom of Information and Protection of Privacy Act).

Legislative processes and the political environment within which the ministry operates and decision-making processes of the government, including Legislative Assembly procedures and key contacts.

Ministry programs, including associated strategic issues, best practises, and trends.

Project management principles and methodologies.

Research methodologies, tools, and techniques.

- The stakeholder community affected by the division and ministry, including other relevant organizations, committees, advisory groups, and representatives.

The Issue Manager, also requires strong and demonstrated:

Leadership and strategic thinking skills to influence and provide strategic advice and consultation to executive and senior management, program managers, and other stakeholders and develop creative solutions for complex issues.

- Consultation, negotiation, and conflict resolution skills to facilitate resolution of complex environmental issues, often involving stakeholders with varied perspectives, interests, expectations, and priorities.

- Ability to critically analyze issues to recommend viable and effective strategic solutions and compile and manage information for the DM.
Relationship management skills to develop and maintain strategic and collaborative working relationships within the ministry, across government, and with stakeholders and partners.

Influencing skills to promote innovation, build consensus, motivate others to adopt new concepts, and strive for continual improvement.

Professional judgment and decision-making skills, including ability to represent the division on committees and cross-ministry initiatives involving sensitive strategic information and make recommendations involving politically sensitive information.

Problem resolution, facilitation, and negotiation skills, including representing the division in a variety of situations. Conceptual, critical, and analytical thinking and problem solving skills, including ability to analyze information and risks and make recommendations in alignment with division, ministry, and government strategic business plan goals.

- Demonstrated competence in artificial intelligence concepts and applications, with preference for candidates who have completed formal training in AI and organizational improvement.
- Required completion of Levels 1–3 of the AI Academy offered by Technology & Innovation (TI) as part of onboarding and ongoing professional development.
- Proven experience in process improvement, change management, or digital transformation within a complex organizational environment

LEADERSHIP AND BUSINESS KNOW-HOW: Specify the level of integration, organization and leadership skills required to produce the results expected of the position. Provide recent examples (See Writing Guide [Pages 10-11](#)).

The ability to negotiate, compromise, solve problems, and maintain a current knowledge of the issues is critical. Not all matters can be referred to the DM due to their time constraints, and the Issue Manager must be able to address issues and make independent decisions on less contentious items.

This position is critical to ensuring the DM and the division are kept abreast of program and operational issues and is accountable for the quality and timeliness of messaging from the DM's Office. The Issue Manager provides a proactive linkage to other DM offices as well as the Minister's offices, and other ADM offices. The role encompasses the review, analysis, and recommendation for resolution of issues. It develops, establishes, implements, and improves operational and program policy and practices to ensure alignment with existing and emerging policies and practices.

PROBLEM SOLVING: Describe difficult or challenging situations the position is typically expected to solve; the degree of originality of the solutions; and the assistance available (See Writing Guide [Pages 11-12](#)).

Strong organizational and planning skills are necessary to manage competing demands and priorities, adapt to changing priorities, and effectively deal with complex/contentious issues—often under severe time constraints. The incumbent plays a key role in anticipating and responding to emerging and ongoing policy issues and challenges.

This position works within the parameters of established ministry and government policies, procedures, and legislation. The complexity and diversity of issues dealt with require a high level of problem-solving, initiative, and critical thinking. This position exercises considerable independence and decision-making authority in relation to the management of issues on behalf of the DM. This position develops and supports a team approach, builds effective relationships, and works proactively with management staff to ensure inclusive and collaborative approaches are taken with respect to issues management.

RELATIONSHIPS/CONTACTS: Identify internal and/or external clients, partners and stakeholders with whom your position communicates and indicate the frequency, purpose and nature of the contact (i.e. how they are affected by recommendations, decision-making and action(s) taken) (See Writing Guide [Pages 12-13](#)).

Clients	Frequency	Nature and Purpose of Contact
Internal ADM EAs	Daily	Manage information requests. Updates on emergent issues and divisional priorities
Executive Directors	Daily	Provide required support, information, and updates as required
Deputy Minister's COS	Daily/weekly	Provide required support, information, and updates as required
Minister's Office staff		
External Other ministry EAS	When required.	Act as a liaison with other ministries regarding information requests.
Other Canadian Jurisdictions	As required	Request jurisdictional information as required.

IMPACT AND MAGNITUDE OF JOB (SCOPE): Identify how the position directly affects results, and the extent to which stakeholders are affected by those results. Provide recent examples (See Writing Guide [Pages 13-14](#)).

This position makes direct contributions to policy development and to business planning and operational processes for the ministry that impact the ministry's bottom line. The impact of these contributions is substantial, with the ultimate goal of convenient, efficient, and timely access to government programs and services for all Albertans.

The Issue Manager also provides leadership to other administrative staff in the division; delegates work to divisional staff, and represents the DM.

CHANGES SINCE LAST REVIEW: Identify significant changes, that have impacted the major responsibilities and accountabilities assigned to your position since the last review (See Writing Guide [Page 14](#)).

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COMPARABLE POSITIONS: List comparable GOA benchmarks (See Writing Guide [Pages 14-15](#)).

ORGANIZATION CHART: A current organization chart that includes supervisor, peers and staff MUST be attached. Include whether employee is permanent, wage, temporary or contract and indicate position numbers (See Writing Guide [Page 15](#)).

Signatures

The signatures below indicate that the manager (incumbent) and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (See Writing Guide [Page 15](#)).