

## Update

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Sr. IM Program Analyst

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

Reporting to the IM Programs Manager as a member of a support team, the Sr. IM Program Analyst provides information management (IM) advice, guidance, and direction to client ministries. This position also supports IM Programs strategic projects that are designed to enhance the centralized IM Program services to ensure that all services are client-focused, coordinated, and optimized. Work also includes leading reviews and risk assessments associated with technology development projects, to ensure IM risks are identified and minimized.

To be effective the Sr. IM Program Analyst must understand various legislation and policy instruments (policies, directives, standards, guidelines) and also understand the technology environment to ensure its effective implementation in day to day operations. Deploying client-focused solutions enables business to remain effective, leverage information to its fullest potential, and achieve business outcomes. This requires the position to have strong business analysis skills, to understand the current client situation, understand the root cause of any issues, and define creative ways to utilize available tools, such as Microsoft 365 (M365), to maximize efficiency and minimize risk in current business processes.

Responsibilities encompass the analysis, evaluation, and implementation phases for a broad variety of IM initiatives, including in-depth reviews and collection of IM requirements and practices, business rules and processes with an eye toward re-engineering to gain efficiencies and increase IM compliance. In addition to providing coaching and support to department/program staff related to technology, tools, and processes, the Sr. IM Program Analyst coordinates the activities of various teams that support the continued development, implementation, and enhancement of IM solutions offered to departments.

The position functions within the parameters of the GoA IM Program and applicable strategic plans, legislation, and policy instruments.

## Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

**1. Support operational change throughout departments by providing sound project management practices, consultation, coaching, and coordination of services specifically related to implementation of IM technologies, tools, and solutions. This includes supporting business process re-engineering activities related to digitalization, and the effective management of information created by the departments.**

**Activities include:**

- consult with clients (internal and external stakeholders) to assess business needs and related process changes with respect to their IM requirements
- use the results of the business analysis, along with the in-depth knowledge of available IM systems, tools, and services delivered by other teams, to support the development of solutions that meet the needs of the clients and stakeholders while adhering to the legislative and regulatory requirements of the department/program area
- facilitate the development and implementation of IM solutions and initiatives by:
  - coordinating meeting logistics and follow-up requirements
  - providing consultation and analysis to facilitate team members activities
  - collaborating with team members to develop innovative and sound solutions to department IM issues
  - developing and executing strategic communications plans to ensure all stakeholders are informed of possible changes that are occurring, and to support adoption of solutions
- develop and deliver training sessions using AI-assisted content generation to address specific business challenges and actively coach business areas in various IM components, tools, and solutions as required.
- use AI to improve efficiency and insight and personalize stakeholder engagement.

**2. Support the GoA IM program**

- provide consultation, advice, and recommendations to business area representatives pertaining to IM policies, standards, directives, and procedures in alignment with strategic direction
- escalate issues and inquiries pertaining to IM technologies, initiatives, and solutions as needed
- assess the impact of new or revised IMT policy instruments on department business areas and inform supervisor for review and actions

- liaise between other IM-related service delivery areas and Department(s) to exchange information and coordinate IM approaches and activities
- support and champion and execute GoA-wide IM initiatives with departments.

Examples of initiatives may include:

- M365 deployment as the GoA standard for managing GoA information
- collection of information for content inventories for department program areas as required
- implementation of functional classification taxonomy (FCT) and GoA-wide functional retention schedules;
- collection and analysis of business specific information, to support patterns and predictions related to design and implementation of IM solutions
- contribute information to reports based on results of surveys or other business information previously collected
- lead the planning and implementation of events to raise awareness of IM-related policy, strategy and direction
- contribute to planning and development of training materials and e-courses

### **3. Support supervisor, IM Analysts, IM Programs Managers, and Directors in achieving the mandate and goals of the IM Programs unit.**

- prepare briefing materials, analyses, and responses to information and action requests relating to the IM program
- review IMT policy instruments and prepare summation of impacts to IM Programs management
- collaborate with staff across the Information Management service community to ensure consistency of coordination, advice, and integration of activities
- participate as a team member for designated projects and initiatives, including coordinating activities of department staff, vendors/contractors, and service providers and promote collaboration as required
- continued development of skills with technology and applications use to support recordkeeping in GoA (e.g., SharePoint Online, One Drive for Business, Teams, Versatile, RecFind, approved AI tools)
- support other IM Analysts in learning and growing in their skills as an IM professional through mentoring or occasional supervisory roles.

## **Problem Solving**

Typical problems solved:

A new information system is being developed and IM requirements need to be determined and included to ensure IM risk is identified and mitigated to an acceptable level.

Business is having difficulty finding information in response to access to information or litigation requests. Upon investigation it is determined that the business needs a new information architecture with metadata that will help them locate information. Ensure solution is developed, made available to business, and that business users are trained to use the new solution.

A new program is being launched by GoA and must be included in GoA FCT and functional retention schedules. Coordinate with service delivery partners to ensure client records are included in the FCT and associated retention schedules.

Types of guidance available for problem solving:

The analyst has the IM Programs Manager and the Director that they can call upon for additional guidance and direction, but they must understand the business problem before requesting any advice or guidance. The analyst can also call upon other analysts within IM Programs for assistance or learnings that they may have from past work to inform the work that they do.

Direct or indirect impacts of decisions:

Decisions have impact to all levels of the organization, and could result in incorrect process or procedures being followed resulting in ministries being out of compliance with legislation and other IM standards.

Without the proper guidance, business is not aware of how to manage their information in alignment with GoA IM Program. This could lead to information under legal hold or that hasn't met retention requirements being disposed of or deleted in advance of retention requirements. This presents a risk to GoA and department DMs (who hold accountability for department information).

Business may be working with content that has been assigned the wrong sensitivity label, giving other users the false impression that the content can be shared without risk.

### Key Relationships

Major stakeholders and purpose of interactions:

Executive Directors (Program Heads), Assistant Deputy Ministers, Managers and staff in department(s); IM service delivery staff; may also come into contact with Minister's Office staff and Deputy Minister's Office staff when support is required.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		Other

If other, specify:

Records/Information/Library/Archival Studies, Digital Humanities; records/info mgmnt prof designations

Job-specific experience, technical competencies, certification and/or training:

University graduation in a related field plus 4 years progressively responsible related experience; equivalencies may be considered. Competence with M365 suite is required. A content management (CRM, CRA, CIP) professional designation is beneficial.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	<p>Provides advice related to proposed IMT solutions to business problems - considers interrelationships and policy when providing advice. Also seeks to understand available options and identifies unintended consequences of each option.</p>
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>Is presented with a high level business problem and needs to be able to break it down into component parts to be able to identify solutions.</p> <p>Needs to be open to other's perspective and contribute ideas that are within policy but also needs to be able to present perspective on other's solutions that may not comply.</p>
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> </ul>	<p>IM is a changing landscape as we look to move various applications to the cloud and leverage new tools to promote</p>

		<ul style="list-style-type: none"> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	business efficiency. The analyst needs to be able to work in this fast changing landscape and adjust their own work processes to eliminate existing practices where they are no longer warranted, yet still ensure that all checks and balances have been done for every project. Need to be able to work creatively within guidelines.
Drive for Results	○ ● ○ ○ ○	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	Needs to be able to deliver services to clients in departments. This means working with others in the branch or division to drive for results and deliver services within agreed to SLAs.
Build Collaborative Environments	○ ● ○ ○ ○	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	Needs to work with others across the unit to ensure that we are all providing the same advice and services. Needs to respect and value what they can learn from others across areas and be able to engage in respectful, lively debates when needed.

### Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)