

New

Ministry

Transportation and Economic Corridors

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Mgr Business Ops & Modernizati

Requested Class

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSS/MVM/Business Ops & Modernization

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Manager of Business Operations and Modernization leads the delivery of IT support operations and service management, ensuring responsive issue resolution, effective user access management, and coordination with internal teams and external vendors. It also directs system modernization initiatives, providing strategic oversight to ensure alignment with legislative and policy requirements, while driving delivery through effective stakeholder engagement and proactive risk management.

The position provides leadership in team development and resource management by aligning roles to individual strengths, fostering a high-performance and collaborative culture, and ensuring balanced workload distribution. It supports continuous staff development through mentorship, feedback, and structured learning opportunities.

This role drives strategic planning and change management by advancing modernization initiatives and business process improvements. It collaborates with senior leadership and cross-ministry partners to align system enhancements with organizational priorities and ensures successful adoption through structured communication, and intentional stakeholder engagement.

A key accountability includes championing continuous improvement and process optimization by leveraging data, Lean/Six Sigma methodologies, and stakeholder input to enhance efficiency, standardization, and

scalability of business processes.

The role also establishes and sustains a divisional knowledge management framework to ensure effective knowledge capture, governance, and accessibility. This includes integrating knowledge management practices into daily operations and maintaining modern, user-friendly tools to support organizational learning.

Finally, the position oversees the development and maintenance of comprehensive documentation and knowledge assets, ensuring processes remain current, aligned with legislation and policy, and accessible to support operational consistency and organizational effectiveness.

Responsibilities

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

1. Operational Management

- Oversees daily operations of internal and external IT support services.
- Ensures effective management of shared inboxes (Divisional Support, System Support, OLS, Enforcement Access).
- Coordinates troubleshooting, user access, and vendor engagements to enable timely issue resolution.
- Leads and prioritizes user acceptance testing (UAT) and application validation activities.

2. Project Leadership

- Leads system modernization initiatives with vendor and Technology and Innovation support from initiation through implementation.
- Provides strategic oversight to ensure alignment with legislation, policy, and divisional priorities.
- Facilitates stakeholder collaboration to define scope, timelines, and deliverables.
- Monitors project performance, proactively manages risks, and implements mitigation strategies.

3. Team Development and Resource Management

- Assigns roles and responsibilities aligned with team strengths and development goals.
- Fosters a collaborative environment that emphasizes continuous learning, cross-training, and skill development.
- Monitors workload distribution to mitigate bottlenecks and resource gaps.
- Provides mentorship, performance feedback, and access to formal development opportunities.

4. Strategic Planning and Change Management

- Leads development and execution of modernization strategies and business process improvements.
- Collaborates with senior leadership, policymakers, and cross-ministry partners to align system enhancements with strategic objectives.
- Manages change through structured communication, stakeholder engagement, and training.
- Develops and delivers communication plans to prepare users for system changes.

5. Continuous Improvement and Process Optimization

- Leads continuous improvement initiatives to enhance quality, efficiency, and scalability.
- Conducts current-state assessments to identify opportunities for waste reduction, standardization, and variance control.
- Engages stakeholders to elicit, document, and manage business requirements, including development of

end-to-end process maps.

- Partners with divisional leadership to streamline, modernize, and re-engineer processes using Lean/Six Sigma methodologies and data analytics.

6. Knowledge Management

- Develops and implements a divisional knowledge management (KM) strategy and governance framework.
- Conducts KM assessments to define current and future state capabilities for knowledge capture, storage, and transfer.
- Establishes standards, guidelines, and approval processes to ensure high-quality, user-friendly knowledge assets.
- Leads processes to capture and retain tacit knowledge from experienced staff.
- Implements and maintains SharePoint-based KM repositories for policies, procedures, and templates.
- Designs metadata structures to improve content organization and searchability.
- Promotes continuous innovation and integration of KM best practices across the division.

7. Documentation and Knowledge Assets

- Develops and maintains a cohesive ecosystem of operational documentation.
- Collaborates with subject matter experts to create and update processes aligned with legislative and policy changes.
- Identifies, reviews, and modernizes outdated documentation.
- Provides training to staff on the value and application of process documentation.
- Establishes and manages document review (“evergreening”) schedules to ensure ongoing accuracy and relevance.

Problem Solving

Typical problems solved:

The Manager operates in a complex, high-demand environment where they must balance strategic direction with operational delivery. The role routinely encounters challenges related to competing priorities, tight timelines, and the need to sustain critical IT support services while advancing modernization initiatives. This includes managing service disruptions, resolving technically complex issues, and ensuring continuity of operations across multiple support channels and stakeholder groups.

The position must navigate ambiguity and competing stakeholder needs when designing and implementing project plans, process improvements, and system enhancements. This often requires reconciling differing priorities across divisional leadership, external vendors, and cross-ministry partners, while ensuring alignment with legislative, policy, and strategic objectives.

A key challenge involves driving change and adoption in an environment with diverse user needs, varying levels of technical understanding, and resistance to new processes or systems. The Manager must ensure that information is effectively structured, communicated, and documented, while maintaining transparency and consistency within government frameworks and standards.

The role also encounters challenges related to capacity constraints and workload management, requiring continuous prioritization and reallocation of resources to address urgent operational demands alongside longer-term strategic initiatives. This includes maintaining team performance and morale in the context of evolving mandates, high volumes of work, and technically specialized issues. Additionally, the position must manage risks associated with project delivery, data integrity, and knowledge continuity. This includes mitigating gaps in documentation, addressing inconsistencies in business processes, and ensuring

critical knowledge is captured and retained within the division.

The Manager is required to exercise sound judgment and decisiveness in complex situations, often with incomplete information, while balancing diverse perspectives and maintaining strong working relationships across the division.

Types of guidance available for problem solving:

This position requires a strong relationship with all Directors and Managers across the division to support consistency, broader understanding of shared Divisional goals and ongoing efforts to ensure the Division performs optimally. In some cases, the Manager will be required to seek guidance from the Director and Executive Leadership Team.

The Manager relies on daily support from partners in Technology and Innovation as well as external IT support vendors. In addition, the Manager depends on the technical subject matter expertise and business knowledge of existing staff.

Direct or indirect impacts of decisions:

Decisions made by the Manager have a direct and significant impact on operational continuity, service quality, and the successful delivery of modernization initiatives across the division. Effective decisions ensure timely resolution of IT issues, alignment of projects with legislative and strategic priorities, and the efficient use of resources. Decisions also influence stakeholder confidence, employee performance, and the adoption of new systems and processes, ultimately affecting the division's ability to deliver consistent, high-quality services and achieve its strategic objectives.

Key Relationships

Major stakeholders and purpose of interactions:

Director (daily)
Executive Director, Modernization and Strategic Integration (weekly)
Sr. and Jr. Business Analysts (daily)
Knowledge Management Analyst (daily)
Traffic Safety Services Managers (weekly)

Required Education, Experience and Technical Competencies

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

If other, specify:

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

- University degree in Computer Science, Business/Commerce, Public Administration, Social Sciences, or a related field, supplemented by a minimum of four (4) years of progressively responsible, related experience; equivalencies will be considered.
- Demonstrated leadership experience managing teams in a complex, operational environment, with a proven ability to provide supervision, coaching, and mentorship to achieve results.
- Strong experience leading projects and operational initiatives, including the ability to manage competing priorities, drive continuous improvement, and deliver high-quality outcomes in dynamic and technically complex settings.
- Proven strategic thinking skills, with the ability to align operational activities and project delivery with broader departmental and government objectives.
- Highly effective communication skills, including experience presenting complex information in both written and verbal formats (e.g., project charters, business cases, executive briefings) to diverse audiences, including senior leadership.
- Comprehensive understanding of business and information management practices, including strategic planning, analytics, process design, and project management methodologies.
- Strong knowledge of government processes related to approvals, planning, financial management, and human resource management.
- Demonstrated ability to build consensus and foster strong, collaborative relationships across teams, divisions, and external partners.

- Experience coordinating and delivering initiatives involving multiple stakeholders across branches, divisions, and ministries.
- Advanced proficiency in Microsoft Office 365 tools (Word, Excel, Teams, OneDrive, SharePoint, Outlook), with the ability to quickly learn and adopt new and specialized systems.
- Demonstrated expertise in designing, implementing, and improving business processes and operational frameworks.
- High degree of adaptability and agility to respond to evolving priorities and emerging responsibilities.
- Certification or formal training in Lean Six Sigma (Green Belt or higher) is considered an asset.
- Project Management Professional (PMP) certification or equivalent project management training is considered an asset.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	<p>Success in this position will require the Manager to anticipate reactions from stakeholders and develop strategies to mitigate negative reactions and leverage positive ones. The Manager would consider workloads for their own team and subject matter experts, stakeholder concerns and opportunities, and other factors, while ensuring accurate and timely responses.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<p>Manages complimentary and conflicting priorities in an efficient and effective manner. Anticipates, assesses and adapts to changing situations and issues while making practical decisions under pressure. In addition, the Manager will need to explain changes in direction to staff and project partners.</p>
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to 	<p>Knows what outcomes are important and maximize resources to solve complex issues by anticipating potential challenges and finding practical solutions.</p>

		collaboration and achievement of outcomes <ul style="list-style-type: none"> • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	Success in this role will require the Manager to work closely with a range of internal stakeholders. It will be important for the Manager to build and maintain collaborative environments as the same stakeholders will be engaged multiple times. Encouraging broad thinking on operations, eliminating barriers to progress and crediting others with accomplishments within projects will create trust for current and future projects.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	Encourages development and integration of emerging methods: <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	Demonstrates a strong ability to foster positive and effective relationships with a wide range of stakeholders. Strong ability to connect and build trust, diplomatically managing relationships to bring differing perspectives together.

Benchmarks

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