Reclassification

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID	Position Name (30 characters)
	Network Analyst Junior
Current Class	Requested Class
Systems Analyst Level 1	Systems Analyst Level 1
Job Focus	Supervisory Level
Corporate Services	00 - No Supervision

Agency (ministry) code   Cost Centre   Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSO, ISM/Technical Services

☐ Current organizational chart attached?

Supervisor's Position ID	Supervisor's Position Name (30 characters)	Supervisor's Current Class
	LB Team Lead	Systems Analyst Level 3

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-03-03

Responsibilities Added:

· Planning, scheduling, communicating and implementing changes related to the services/products supported by the team.
. Contribute and collaborate with business areas on continuity and disaster recovery procedures related to Load balancing services.
· Identifying, organizing, prioritizing and scheduling individual tasks.
· Identifying risks or issues and proactively updating and upgrading the services supported by the team accordingly.
· Preparing service requests and providing background information for vendor/service providers and ensuring that work is performed to standards.
 · Recommending changes or enhancements for applicable information technology services/products to the Team Lead.
· Performing on-call rotational activities.
· Planning and providing information to help Technology and Innovation continually improve the delivery of services and /or develop new service initiatives.
· Identifying, organizing, prioritizing and scheduling individual tasks.

· Knowledge of network systems specifically related to (Load balancing, and DNS services).
· Creating and maintaining database reporting as required.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Technical Services Unit manages, operates, and evolves the information management technology (IMT) infrastructure and productivity tools, and manages the overall provision of technical services including servers, network, storage, security, data centres and shared IT facilities for the Government of Alberta (GoA). This work is done both physically and logically in hybrid data centres existing on government premises and in the cloud.

Reporting to a Team Lead - Load Balancing, this position delivers technical analysis, design, implementation, support and operations of IMT services and projects. Work performed will utilize IT Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solutions to a variety of complex problems. This position will work with and receive guidance from a team of analysts within the Technical Services unit. This position will use its diverse IT expertise to operate independently on assigned work.

The load balancing team is responsible for load balancing devices on premise and in the cloud. This includes the management of physical devices, virtual devices and software.

Finally, the incumbent is required to acquire and maintain an enhanced or where necessary a top-secret security clearance and be prepared to undertake call-out assignments as necessary.

Responsibilities

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

1. Provides information technology development, maintenance and support services to clients by:
• Assisting with clients to determine priorities and requirements and responding to priority changes as required.
• Participating in testing, debugging and performance tuning.
• Assisting in the development and enhancement of related standards and procedures.
• Assisting senior analysts in contributing to business continuity provisions being in place in coordination with clients and Service Alberta support groups.
• Monitoring and maintaining the underlying technology (load balancer devices) that is supported by the team.
• Communicating and implementing changes related to the services/products supported by the team.
• Identifying, organizing, prioritizing and scheduling individual tasks.
• Identifying risks or issues to senior analysts.
• Determining the type of problem and ascertaining the best method of problem resolution.
• Preparing service requests and providing background information for vendor/service providers.
• Participating in the implementation of business plans, goals, objectives, strategies and targets.
• Improving service and enhancing customer relations.

2. Provide technical support for various applications by:
• Recommending changes or enhancements for applicable information technology services/products to the Team Lead.
• Monitoring various items such as user problems or issues.
• Performing on-call rotational activities.
• Understanding, interpreting, transferring, translating and resolving customer, system, application and procedure requirements or problems relating to various products and services, resulting in improved process functionality.

• Performing regular maintenance, upgrades and administrative functions to improve performance of various systems.
• Following administrative standards as set out by the Team Lead or agreed upon by the team.
• Participating in testing, conducting and tracking User Acceptance Testing (UAT) of new or changed applications.
• Following change management procedures for any application, environment and enhancement changes, and implementing approved changes as assigned.
• Creating and/or maintaining any current documentation for new and existing systems as required.
• Providing information to help Service Alberta continually improve the delivery of services and /or develop new service initiatives.
• Discussing client requirements and/or issues and being able to action that into resolution to the clients satisfaction.
• Managing requests by prioritizing calls/service based on client needs and overall requests.
• Identifying, organizing, prioritizing and scheduling individual tasks.
• Participating in the implementation of business plans, goals, objectives, strategies and targets.
• Improving service and enhancing customer relations.

3. Provide system reporting development and support by:
• Interpreting the reporting requirements that come in through various methods from all levels of clients and users and translating that into a report.
• Maintaining any existing reports as required.
• Adhering to the reporting standards as set by the Team Lead or agreed upon by the team.
• Creating and maintaining database reporting as required.

4. Assist with project management processes by:
• Working with project leaders to accomplish tasks in a timely manner.
• Organizing and prioritizing assigned individual tasks. Ensuring timelines are kept to.
• Assisting with defining project requirements.
• Working with Team Leads to help build and design forms and workflows to fit Information Technology Infrastructure Library (ITIL) Standards.
• Assisting with the examination of new technologies with potential application within the Government of Alberta business environment and assessing technology viability through testing or piloting.
• Assist with the identification of best-of-class products, approaches and vendors to fulfill the roles of various components.
• Assisting with the development or review of GoA information technology policies, guides or standards.
• Assisting the Team Lead or other senior resources in reviewing and recommending approval/revision to all change or enhancement requests for the services delivered under the contract.

5. Update and develop information technology systems and programs by:
• Installing, configuring and updating various hardware and software.
• Troubleshooting, identifying and resolving issues identified as a result of network and other activities monitoring and logs analysis.
• Providing standby operational supports.
• Adhering to relevant standards, practices, methods and procedures
• Assisting with the analysis of evolving Ministry needs with emerging information technology trends and documenting the supported recommendations.
• Assisting with the development of Ministry information technology plans.
• Assisting senior analysts in contributing to ensure business continuity provisions are in place in coordination with clients and Service Alberta support groups.
• Assisting with investigation research and evaluation of products and contributing to the development of recommendations relating to the adoption of new products.
• Maintaining knowledge of current information technology best practices and related issues by conducting environmental scans and reviewing industry publications or advisories.

Problem Solving

Typical problems solved:

- Change, Incident and problem management within an ICT environment supporting 30,000+ GoA users and hundreds of critical public services requires advanced problem solving skills.

This position will create and maintain IMT services used within the Government of Alberta and by the general public.

Types of guidance available for problem solving:

This position is largely expected to work independently, but has significant access to resources including:
- existing technical documentation
- peers within the team and their team lead and management
- expert support from vendor support desks and account teams.
- access to the Internet and vendor knowledge bases

Direct or indirect impacts of decisions:

This position works with some direction, applying good discretion when making decisions. Some latitude is afforded when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements.

Decisions made can impact critical infrastructure service delivery and impact multiple ministries. Key decisions are made during active troubleshooting of an incident and planning and implementing changes to the IMT services.

Key Relationships

Major stakeholders and purpose of interactions:

GoA staff (clients and customers) - Requirements gathering, problem resolution, providing guidance and recommendations.
Technical Services Team Peers (colleagues) - Knowledge exchange, technical assistance, project team interactions
ISM and TSO Peers - Information sharing, collaboration for complex service design, implementtion and maintenance.
Vendors - Support, research, learning and design.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Certificate (1 year)	Other		

If other, specify:

Computer related discipline

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

Positions at this level work with other IT professionals and are assigned to project duties that require thorough knowledge of computer science concepts and methodologies (software, infrastructure, programming, network and mainframe products, and systems management). This theoretical knowledge is typically gained through a post secondary degree in computer sciences or related program and two years of hands on related experience (four years of related experience is required if an employee has a related diploma).
Knowledge of Government IT policies and legislation and an understanding of its application on related assignments.
Understanding of project management concepts and processes.
The ability to work well in a team environment, take direction and work within deadline constraints is essential.
Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.

Briefly describe any knowledge or skills/abilities specific to the position not already covered.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ◉ ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	
Creative Problem Solving	○ ◉ ○ ○ ○	Focuses on continuous improvement and increasing breadth of insight: • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices	
Develop Self and Others	○ ◉ ○ ○ ○	Seeks out learning and knowledge-sharing opportunities: •Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports	
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes	

		• Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Mosope Oyemade	2025-03-18	Mosope.Oyemade	Digitally signed by Mosope.Oyemade Date: 2025.03.18 15:24:15 -06'00'
Employee Name	Date yyyy-mm-dd	Employee Signature	

Michael Okonofua	2025-03-18	Michael.Okonofua	Digitally signed by Michael.Okonofua Date: 2025.03.18 15:41:22 -06'00'
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature	