Guide   Benchmarks   Competencies

Update

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

Operations Lead, EUC

Current Class

Systems Analyst Level 3

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Business Unit

288GA

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Tech & Support Ops, ISM/SDUS

☑ Current organizational chart attached?

Supervisor's Position Number

50032648

Supervisor's Working Title (30 characters)

Manager, End User Computing

Supervisor's Current Class

Manager (Zone 1)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Technology Support and Operations Division uses a one-government approach to Information Management and Technology (IMT) governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual business partner needs. This broader lens facilitates enhanced data sharing, collaboration, reduction in data duplication and innovation support to ensure effective IMT solutions and service delivery across the government to provide better services to Albertans.

Reporting to the Manager, End User Computing (EUC) Manager, the Operations Lead is a critical role in leading the way in how End User Computing services are managed and improved, as a core service, within the GoA. This position plays a critical role in shifting EUC services from a technical service offering to user-centric service offering that provides high-business value and increases user performance within the workplace to enable business partner outcomes.

The Operations Lead provides oversight and guidance to the End User Computing team; works with other IMT and business teams; provides leadership and direction to cross- functional project teams and contributes in the review, development and implementation of divisional service management processes that ensure consistent service management practices are utilized across government.

The Operations Lead is responsible for day to day planning, coordination, and prioritization of work

assignments within the Operations Team.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

The Operations Lead has a broad scope of services that reaches across all GoA Users and has a significant impact to government ministries at all levels. The End User Computing Service is comprised of a portfolio of components and supporting services including, but not limited to, desktop hardware, software management, desktop imaging and core application packaging and deployments, VIP support services, mobile computing IT bars, mobile device management, network print support and boardroom support services.

• **Staff Leadership**

o Lead Operations staff and contractors to develop, support and deliver End User Computing services.

o Assign, prioritize, and monitor work assigned to SA2 Operations team

o Provide technical and personal development of team members.

o Coach team members for performance, training, and motivate the team in order to ensure excellent levels of effectiveness and efficiency.

o Develop and maintain a customer and service-oriented spirit and approach within the team ensuring team deliverables are aligned with business objectives.

o Responsible for management functions such as coaching, performance evaluation, recognition, discipline, and other HR-related activities.

Service Operations Ownership:

o Leads the monitoring and assignment of ticket queues including Incident, Service Request (such as Persona changes), and EUC Consultation requests.

o Leads end-to-end service review meetings covering performance, continuous service improvements, service improvement plans and service quality assurance of service components.

o Pro actively monitors end user experience measures, solicit business partner feedback and keep the pulse of the overall EUC service performance.

o Leads ownership of major incidents related to EUC and providing effective communication to stakeholders.

o Ensuring that the service catalogue and knowledge base information for EUC is always up to date and relevant.

o Creating and maintaining a communications plan for the operations of EUC and service transformation activities.

o Leading the overall planning, coordination, prioritization, scheduling, and quality control of operational activities of the teams.

o Ensuring business partners are aware of available EUC service; how to procure the service and how to get help when needed.

o Escalation point for the EUC team to address obstacles, provide guidance, and ensures operational excellence.

o Appraise Manager of any escalations and issues that need addressing.

- **Service Evolution**

    o Support coordination of continuous service improvements for services and service components within the EUC service portfolio and acts as a user experience advocate when working with stakeholders.

    o Collaborating on the development and maintenance of a service roadmap for the EUC service in collaboration with service component providers focusing on business/user capabilities of the service.

    o Support service owners/managers and service providers to understand their service improvement plans, roadmaps and impacts to the overall EUC service.

    o Oversight that service improvements don't impact the business partner's experience with the service and that the business partner is represented within improvement plans.

    o Oversight that the EUC service matures and transforms to align to the needs of the business partner within the GoA.

    o Support actions relating to improvements are followed through to completion in a timely manner.

    o Support development and execution on plans that drive innovative solutions.

- **Service Level Management**

    o Support development, maintenance and reporting on key service metrics focusing on the measure of user experience with services.

    o Support development and execution of Service Level improvement plans.

- **Financial Management**

    o Lead and Manage the Authorization to Proceed (ATPs) and Change Order Requests (CORs) billing process to ensure that End User Computing is recovering expenditures/services which are billable to ministries.

    o Managing escalated financial issues to resolution and engage the EUC Manager as needed.

    o Contributes to the financial health of EUC Contract

Problem Solving

Typical problems solved:

Leading and facilitating the creation and implementation of partnerships within the Division on varied initiatives which impact the EUC service and EUC service delivery. Situations are generally unstructured and require creative approaches to problems and challenges. The position must frequently modify approaches and come up with creative new solutions (e.g. developing plans, designing new services or systems, forecasting industry trends).

The Operations Lead position regularly encounters scheduling and prioritization problems. Resolution requires a broad understanding of GoA priorities and consultation with all ministries and business areas in the GoA, as timing of work and priorities can have broad impact across the GoA.

The position may be challenged with people issues such as personality conflicts, personal emergencies, etc. An understanding of people, relationships, and HR practices are all needed to resolve and handle these problems with stakeholders. Stakeholders range from internal developers, to contract staff, to business partners across all levels of GoA ministries.

Types of guidance available for problem solving:

The Operations Lead reports to a manager position which can be called upon for assistance and escalations for problems with people, priorities, scheduling, and co-ordination with vendor teams. Management input can be sought to help with challenging situation, and to provide advice and support. The position is responsible for providing solution options to management for decision making.

The Operations Leads considers risks and potential impacts while utilizing the following:
- Previous knowledge and experience;
- Past precedents and practices;
- Collaboration and guidance from their network of contacts and other Leads across the division and ministry;

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:
- Continuous improvement of the EUC program to ensure a supportable and viable foundation to deliver services that are cost effective and secure across the GOA, enabling our ministry partners to deliver mandated programs to Albertans.
- Establishing and maintaining strong relationships with the contracted vendors, directly relating to the GoA reputation within the vendor community.

Internally, the work of this position impacts:
- Operational direction and results achieved by the team.
- Operational direction and results as part of the Service Desk and User Services leadership team.
- Realization of branch priorities and outcomes through continuous improvement and delivery of EUC services to the GoA.
- Creation of efficiencies in the delivery and operation of EUC services consumed by all government staff. These efficiencies will help drive down costs and improved stakeholder experience.
- Ongoing access, availability and functioning of employee productivity tools to underpin business operations across the GoA.
- Continued risk mitigation and avoidance through a consistent process for risk identification and awareness.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Manager - Daily or weekly interaction for Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- End User Computing Team - Provide leadership, mentor-ship, coaching and expertise; enhance understanding of strategic initiatives and business opportunities; contribute to planning and managing resources to meet requirements of initiatives; support development of skills and capacity; provide oversight of day-to-day activities, issue management and support adaptation through transformation and change.
- TSO Staff and Other IMT Divisions - Common service needs, EUC issue resolution, EUC Development, resource allocation, EUC solution or enhanced capacity proposals, service management framework, EUC service development and design, EUC service management, EUC service catalogue management.
- GoA ministries/users - Main recipients of EUC services, creating strategic partnerships to ensure EUC services meet user expectations, are use centric and are improved based on user experience with the service.
- Program/Operations - Facilitate and/or co-chair meetings, provide updates, direction, discuss issues, actions for programs/projects.

External
- Vendors - EUC issue resolution, EUC service development, resource allocation, EUC solution or enhanced capacity proposals. Vendor and contract management.
- Agencies Boards and Commissions - Recipients of EUC services , provide consultation, advice and

recommendations; respond to concerns and enquiries; collaborate on collaborate on strategic and tactical solutions to develop a framework; resolve issues; maintain integrity of service delivery environment.
- Other Jurisdictions - Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science or Management Information Systems or equivalent

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

Technical Competencies, certification and/or training
- ITIL Certification.
- At least 5 years of progressive leadership and technical experience in the IT field, specifically related to the technologies and responsibilities of this position.
- Experience in assessing new opportunities and performing necessary due-diligence around technical, operational and financial impacts.
- Superior IT technical aptitude to guide the operations and to define roadmaps for in scope EUC services.
- Experience with Enterprise Service Management.
- Experience collaborating with the technical project teams and business partners to collect, clarify, and translate technical details into practical, informative messages and forward direction.

Leadership Competencies, certification and/or training
- Excellent supervisory skills in managing a group of experienced IT specialists to support the EUC program and services.
- Strong process development and management skills including change management. Ability to formulate stakeholder assessment, engagement and obtain buy-in strategies and execution.
- Excellent organizational, leadership, management, facilitation, and communications skills.
- Highly developed interpersonal and team leadership skills.
- Excellent negotiation, communication skills and political acumen.
- Excellent analytical and decision-making skills.
- A detailed understanding of department and branch business plans, goals, objectives, strategies and priorities.
- Project management skills and organizational abilities, including the demonstrated ability to manage a number of diverse issues or projects while still delivering quality results on time and within budget.
- Negotiating skills are required to establish work plans and deadlines in consultation with the client to ensure effective delivery of service.
- Effective presentation skills are required to communicate solutions to the stakeholders.
- Strong analytical and problem solving skills are required to ensure that delivered business solutions meet the business requirement.
- Lead and empower diverse teams.
- Be able to prioritize issues, pay attention to detail, use independent judgment and provide relevant information to assist in decision-making processes.

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	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities	Develops tactics to respond to broad-scale, long-term view of challenges and opportunities to support the priorities of the division, ministry and GoA.

		• 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	Considers broader environment and potential risks when providing advice or recommendations to senior and executive leadership. Uses knowledge of the strategic direction of the government in order to anticipate the impact of changes to divisional business and strategic plans. Identify unintended consequences of a plan or strategy.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	Explore creative methods to complete work with a goal to achieve more efficient and effective outcomes. Fostering a safe and creative environment to allow team and stakeholders to share their diverse perspectives and innovative ideas. Determine a recommended solution for an issue, based on evaluation of a breadth of data and variety of perspectives. Able to identify trends and operational inefficiencies and create improved solutions.
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	Ability to quickly shift and pivot to new or changing priorities and requests within constrained time frames in the division, ministry and GoA as a whole. Ability to handle high-stress situations and make decisions when a clear direction is not available. Effectively manage an environment where multiple business areas may have conflicting expectations,

		situations and creates a backup plan	priorities, and visions. Understands and anticipates the impact of decisions in relation to the larger GoA and can adapt strategies and processes accordingly.
Develop Self and Others	○ ○ ◉ ○ ○	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development	Develop the next generation of leadership through staff mentoring and actively encouraging their growth and development. Self-directed and keeps current with an ever changing industry and political environment. Strong collaboration and coordination with other divisional areas and across the ministry to create shared processes and communication.
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	Build trust by being open to different perspectives and considerations while looking to advance divisional and ministry outcomes. Utilize relationships daily to align service delivery to divisional, ministerial and GoA wide priorities. Strong networking skills to build consensus and influence. Strong relationships required across the division and ministry, including all IMT divisions, to ensure services meet the needs of all stakeholders.
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate	Ability to work collaboratively across divisional and ministerial areas to facilitate outcomes and achieve strategic and operational goals.

		barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	Identifies and creates risk mitigation strategies to minimize impact to divisional goals. Facilitate conflict resolution by initiating open and respectful discussion of issues. Continuously seek out improvement and efficiencies in reporting and information collection by collaboratively working with all stakeholders.

Benchmarks

List 1-2 potential comparable Government of Alberta Benchmarks:

Subsidiary 2 Benchmark Job Description - 024PS55

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.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Manager/Director Name   Date yyyy-mm-dd   Manager/Director Signature

_____   _____   _____
Executive Director Name   Date yyyy-mm-dd   Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature