

Update

Ministry

Service Alberta and Red Tape Reduction

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Corp Reg/PPR App Specialist

Current Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

CRSS; R&R; PPR, Bus Support & CBN Hub

☒ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Mgr, PPR, Bus Support, & CBN H

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

The addition of responsibility for PPR and to remove Corporate Registry Specialist duties, as not applicable to position.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager of Personal Property Registry, Business Support & CBN Hub Administration, this position is responsible for assisting in the maintenance, enhancement and process changes to two of the the Branch's key registry programs, CORES, APPRES and associated sub-systems . Responsibilities range from providing help desk support to resolve technical and business problems experiences by Registry Agents and the 2000+ users of the CORES and APPRES system. The role is responsible assisting with a

number of functions and tasks within the Business Support unit which includes, but not limited to; maintenance of user permission assignments, validation of business requirements for systems changes, system acceptance testing of enhancements of the Corporate Registry System (CORES) and Alberta Personal Property Registry Electronic System (APPRES), provisioning of data reports, consultation with stakeholder groups on system interface issues and is the back-up for the Business Support Analysts for both Corporate Registry and Personal Property Registry.

Responsibilities

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

The delivery of system enhancements and refine and maintain business functions with the CORES and APPRES system to accommodate new legislation and amendments to existing legislation:

- Assisting in setting priorities for any projects and sitting on committees and working groups to liaise with Business unit and vendor.
- Administers CORES and APPRES splashscreen messages to end users and works with Business Intelligence tools (SSRS) to produce statistic and ad-hoc data reports.
- Acts as user acceptance tester as required to ensure new and enhanced system programs meets the business requirements of the new legislation or amendment to existing legislation and identifying faults and deficiencies, recommending possible solutions before implementation into production.
- Creates and maintains User acceptance test scripts

Business and technical help desk support to Registry Agents and Registries On-line subscribers accessing the Corporate Registry and Personal Property Registry applications:

- Assist system users with connectivity issues that are technical in nature and research and provide solutions to various error messages experience by users.
- Researches and provides solutions to various error messages experience by users. Reviews customer concerns for potential system modification and remedies.
- Provides knowledgeable advise to the Corporate Registry and Personal Property clients on both search and registration issues which requires an in-depth knowledge of business rules and governing legislation.
- Provides assistance to ROL subscribers and Registry Agents on connectivity and ROL contract issues.

Maintain user access permissions and data provisioning services:

- Processes request for additions or changes to users ID's.
- Processes request for additions or changes to Service Providers.
- Processes request for additions or changes to affiliations and security level assignments.
- Maintains appropriate documentation for all requests to system ID maintenance.

Personal Property Registry policy, including legislative projects, are supported and well-managed.

- Collaborating with other managers, the Director, and other Branches on engagement, policy, and legislative matters related to the Personal Property Registry.
- Managing projects and collaborating with stakeholders
- Providing assistance and aiding in preparing responses to all Telephone Action Requests related to the PPR.

Problem Solving

Typical problems solved:

Apply business analysis principals and knowledge of program area objectives through business process improvements. An example would be a modification to the process by which business intelligence reporting is generated and distributed to stakeholders.

Assist in managing issues of legislation, policy, and communications around the delivery of registry services. An example would be addressing cases of inappropriate use of Personal Property Registry for vexatious registrations against public officials.

Types of guidance available for problem solving:

Employee has access to the Manager for guidance, as well as collaboration with team members and vendors to validate technical solutions.

Direct or indirect impacts of decisions:

The BVER unit is responsible for delivering critical and time sensitive services to Albertans and other extra-provincial stakeholders. The business support unit is responsible for maintaining and enhancing business processes and system interfaces that allow for the delivery of those services.

Everyday there is an Albertan that requires a birth certificate for travel, or a lien check before purchasing a vehicle, or to incorporate a new business. These are just some examples of these critical services, but these and many others are dependent on the stability and smooth functioning of the system processes and applications that make the delivery of these services possible. It is the responsibility of this position to ensure that stability and smooth functioning, as well as to strategically plan for future improvements.

Key Relationships

Major stakeholders and purpose of interactions:

Internal stakeholders include Branch and Divisional leadership in SARTR, the Registries Evolution Branch, and other departments for the purpose of assisting in providing recommendations and directions on issues of business support, application enhancements, and business process improvements as well as collaborating on technical issues of cross-ministry importance.

External stakeholders include Application Support Providers, Various Federal and Provincial Ministry contacts, Registry Agent and Registries Online stakeholders in order to coordinate and consult on various business and technical aspects of partnered programs and shared system interfaces and collaborate on issues of end user experience and processes, and system access standards.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree			

If other, specify:

Equivalencies will be considered: one year of education for one year of experience; or vise versa.

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

- Comprehensive knowledge of the current Acts, Regulations, policies and procedures pertaining to the business of Corporate Registry and Personal Property Registry.
- Experience providing expertise in interpreting and enforcing legislation.
- Experience surrounding the development, structuring and implementation of procedural and system enhancements/changes.
- Experience in providing internal and external end user support or system ID management.
- Experience working with and providing support for many stakeholders.

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		
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"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>Asks probing questions to understand the cause of the problem, while seeking out different perspectives to understand impacts. Challenges processes to improve systems and structures in order to better meet goals and outcomes.</p> <p>Assesses resources, information and data to analyze issues, resolve problems and improve operational mandates.</p>
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>The position works with the business areas to understand and assess the interconnections between business requirements and the applications used to support work, which will assist in mitigating unintended consequences.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <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 	<p>The position maintains effective relationships in order to motivate and influence stakeholders to recognize the benefits of the protection of personal information and ensure clear expectations and factual evidence is outlined in response to an inappropriate release of personal information or contract breach.</p> <p>Considers the broad</p>

		<ul style="list-style-type: none"> • Promotes collaboration and commitment 	impact of projects and works with others to remove barriers.
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	<p>This role is partially independent and it is key that the individual plans for results and takes personal responsibility for outcomes of projects, even when not all elements of a situation are clearly defined or within our control. As well, they will need to identify solutions to address barriers or make recommendations to senior leadership.</p>

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.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature