

NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN

Working Title Contract Support Analyst		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Properties, Property Management/ Facilities Contract Management	Ministry Infrastructure
Present Class Program Services 3 (023PSA)		Requested Class N/A	
Cost Center			

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

Reporting to the Contracts Manager, Facility Contract Management (FCM) within the Property Management Branch, this position will be responsible for planning, executing, and closing out contractual commitments, performing contractual analysis and working collaboratively with various program areas.

The position leads data gathering and management, and development of analytical processes and tools used to understand and influence future contractual needs. In addition, this role is required to produce consolidated and high-quality information and reporting to support effective risk management, decision making, and continuous improvement. The Contract Support Analyst also provides information and support to the contract development processes, including development of procurement documents and acting as a liaison with Procurement or in place of Procurement (e.g., assisting with data collection associated with evaluating tenders, identifying factors to measure vendor performance within Properties, etc).

The Contract Support Analyst also researches and provides advice to project/contract managers on improvement strategies and best practices to facilitate continuous improvement at the project, facility, project / facility portfolio, and system levels. Reporting to the Contracts Manager this position functions within applicable legislation, regulations, policies, directives, and guidelines.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Quality standards, processes, metrics, and measurable objectives are established and continually enhanced in service of Property Management's key priorities and operational imperatives.

Activities:

- Provides expertise, input, and guidance for the development of a contract support framework tailored to Property Management that outlines responsibilities, methodologies, information systems, and reporting requirements in alignment with department overarching frameworks (e.g., process documentation, data standards, workflows, reporting structures, data management standards).
- Establishes integrated measurement baselines and operating practises to mitigate risks in relation to contract management,
- Monitors processes and guidelines (e.g., payments, scope change orders, commitments) to ensure additions and changes are properly included in ongoing control phase of projects and facilities operating budgets and that associated reporting takes place in a consistent manner.
- Works with other teams to resolve issues and concerns associated with the management of commitments and financial obligations.
- Disseminates information and communication materials to project teams, facility managers, contract owners, and stakeholders; maintains associated distribution lists and contact tools.
- Researches and recommends adoption of new or revised standards, processes, metrics, and objectives as appropriate for use by Property Management project delivery and facility management staff.
- Coordinates the development and implementation of framework for Property Management Contract Support processes with other Divisions and branches.

Contract Support data and information pertaining to Property Management's projects and facilities are collected and analyzed to determine variances, gaps, risks, and status in relation to schedules, activities, and budget.

Activities:

- Ensures initial project and facility Contract Support requirements, assumptions, risks, constraints, and agreements are identified and align with the Property Management operational plan.
- Tracks and analyzes information in Property Management systems and other systems as needed and determines extent to which current standards and processes were followed, and where data improvements are required.
- Monitors and analyzes deliverables and costs in comparison to project and operational plans; determines gaps, trends, and variances relating to contract management performance and recommends options for improvements.
- Assesses individual and collective financial costs and associated risks, working with teams to mitigate risk where possible.
- Monitors changes in relation to project change requests, adjusts constraints accordingly.
- Performs quality review audits pertaining to contract data, identifies issues, and works with project managers, facility managers, and other team members to resolve concerns and issues.

Project and facility specific reports are developed to ensure senior branch representatives, project managers, facility managers and other team members have access to current and accurate information relating to the delivery of Property Management's operational plan.

Activities:

- Consolidates contract data and prepares associated reports for individual projects, facilities and the project / facilities portfolios, including information and analyses of financial trends, forecasts, risks, and performance for consideration of senior management and Property Management project and facilities teams.
- Interprets analyses in business terms and highlights high-risk priorities and recommends mitigation and/or resolution strategies.
- Develops and implements contract and budget progress reporting mechanisms and procedures in alignment with overarching department frameworks.
- Develops regular forecasts of anticipated final cost and contract variances for projects, facilities, and the project / facilities portfolio, including explanations of variances in actual performance versus forecasts.

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Vendor Performance Management (VPM) supports the Government of Alberta's strategic goal of protecting vital public services by ensuring the delivery of quality infrastructure projects on time, on budget and within scope. The VPM Program supports fiscal responsibility and stewardship of Alberta's public finances.

- Monitor Vendor performance and compliance to the Job Request requirements
- Inform FCM on any issue or discussion with the Vendor or any instance when the Contract User or delegate has communicated with the Vendor regarding their performance before FCM has conducted performance evaluation
- Share feedback regarding Vendor performance with FCM to feed Results of Vendor Performance Evaluation and provide any performance information that is relevant to the period leading up to the next mandatory performance evaluation
- Incorporate feedback Vendors provided and work with Vendors to facilitate improved performance
- Actively participate in PE meetings with Vendor if required

The Facility Contract Management framework is used to facilitate improvement in the delivery of property management practices.

Activities:

- Identifies and coordinates implementation of efficiencies and "quick wins" pertaining to Property Management and commitment processes and procedures.
- Documents lessons learned from audits and evaluations into updated best practices, processes, and guidelines.
- Leads teams focused on improving contract management practices in Properties, including providing inputs to Ministry frameworks.

Consultation, specialized expertise, and education services are provided to branch representatives, partners, and stakeholders in relation to the contract management system and associated processes, standards, and tools.

Activities:

- Develops and maintains ongoing communication with project / facilities managers and teams, branch representatives, and Ministry representatives to ensure consistent and comprehensive application of contractual and commitment management requirements and processes.
- Develops and delivers information, presentations, and advisory services pertaining to contract management best practice system processes, mechanisms, and tools for audiences ranging from senior leaders to individual project managers and teams.
- Prepares briefing materials, analyses, and responses to information and action requests relating to the Property Management practices.
- Promotes collaboration within the Ministry and with other departments and stakeholders relating to effective management of financial obligations.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Contract Support Analyst is primarily a support role and contributes significantly to the FCM mandate to facilitate contract management, quality assurance, and continuous improvement for a suite of varied project and facility activities. The scope of responsibility spans all types of contractual and vendor management activities in the Branch, including the development of procurement documents. This position focuses on establishing and maintaining monitoring processes and tools related to contract management for application throughout the project delivery life cycle (initiation, planning, execution, monitoring and control, and close out) and throughout facility management activities. Advanced data and statistical analyses are completed and translated into business terms to provide a full picture of the state of contracts. Results produced by the Contract Support Analyst are key inputs into broader decision-making both at an individual project, individual facility level and for the entire project / facility portfolio.

The Contract Support Analyst works closely with project managers and project teams to guide implementation of a consistent processes for all projects and facilities; this includes serving as a liaison with department procurement and finance and providing advice to reduce or resolve risks or issues as needed. This position also works closely with other FCM staff to provide comprehensive project and portfolio reporting and integrated responses to ad hoc questions.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Contract Support Analyst functions in a complex and continually evolving work environment. Multiple procurements, contracts, and activities are ongoing at any one time and the nature and details of each will vary. The requirement for leadership and collaboration is considerable; the work involves participating in teams, providing guidance and education in relation to contract management, and ensuring that all branch contract process comply with broad, overarching department and GoA frameworks while meeting branch requirements. The Contract Support Analyst must be able to effectively demonstrate the value of adherence to a common and consistent framework and to work with project and facility managers to identify and resolve issues as needed. The specific approach used will vary across teams. This position is the key resource for establishment of tools and contractual management and evaluation of contractual activities, determination and analysis of gaps and issues, and provision of information for input to management decisions. Data and analysis provided by the Contract Support Analyst provide evidence and shape contract management decisions. This position is delegated considerable independence to determine priorities and areas of focus, exercising judgment when presenting analyses and proposals to branch management and senior Ministry representatives, developing options and recommendations, and prioritizing responsibilities. Decisions and recommendations made by the Contract Support Analyst affect PMB staff members involved with project delivery and associated clients and stakeholders. Decisions outside established policies and guidelines or without precedent are discussed with the Project Manager, as are highly unusual or sensitive issues and matters with potential for significant impact on business operations.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge

- Comprehensive knowledge of department and GoA frameworks and standards for procurement and contract management
- Comprehensive knowledge of applicable information management systems and business productivity software (e.g. CMS, ICAPS, 1GX, and Microsoft Office, including ability to manipulate large amounts of data and perform complex functions within Excel). Ability to code / write programming scripts is an asset.
- Awareness of leading practices and emerging trends in procurement and contract management
- Knowledge of Property Management systems and practices currently in place
- Knowledge of GoA and Ministry business plans as they apply to the Property Management Branch mandate.
- Knowledge of Ministry organizational structure and strategic priorities related to Property Management
- Knowledge of facility management practices.
- Knowledge of applicable legislation, regulations, policies and guidelines and ability to align procurement and contract management processes accordingly.
- Advanced knowledge of data and statistical analyses and related techniques, including graphical and numerical techniques for describing data. Ability to apply data analysis to support decision-making.

Skills and Abilities

- Ability to pro-actively anticipate and identify emerging trends, issues, and opportunities relating to project controls processes and tools.
- Ability to consider the inter-relationships among multiple variables that relate to contracts and expenses and linkages to other programs or areas of department business and priorities.
- Strong analytical skill to determine the impact of different options or of specific project contract monitoring results.
- Influence, negotiate, and obtain commitment of others, particularly in situations where there is accountability for deliverables without associated direct authority for resources and inputs.
- Develop and maintain collaborative working relationships with clients, partners, and stakeholders.
- Maintain a strategic focus while delivering results at the operational level.
- Function independently as well as lead and contribute effectively within a team environment.
- Demonstrate initiative, professional judgement, and creativity to identify and resolve barriers to implementation of a consistent contract management framework and to challenge current practices when there is an opportunity for improvement.

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- Ability to adapt approaches to work with varied project teams and respond to differing levels of support needed across project teams.
- Focused attention on achievement of Business Support expected results.
- High level of self-management skills with strong results orientation
- Ability to translate data/technical information into meaningful reports for program areas and management leaders (e.g., tell the full story of what data and result mean in terms of risks and benefits)

Education and Experience

- Undergraduate degree in related field and at least four years related experience or equivalent; graduate degree in related field is an asset.
- Experience and background in accounting, finance, management science, contract management, engineering, and mathematics is an asset.
- Experience in procurement and contract management and related processes is an asset

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

The Contract Support Analyst has regular and ongoing contact with:

- Property Management Programs & Integration management team to provide consultation and advice relating to establishment and operation of the contract management processes and tools, develop operational processes, coordinate activities, and exchange information.
- Property Management Project Managers, Facility Managers, Facility coordinators, Facility Assistants, Project Assistants, Directors, and Executive Director to provide consultation, analysis, advice, and reports relating to contract management and associated relationships to the project delivery life cycle, resolve issues, and exchange information.
- Division and Ministry representatives (e.g., Asset Management Branch, Finance Branch, Procurement, Contract Administration, Evaluation and Audit Unit) to exchange information, resolve issues, and collaborate on project delivery continuous improvement initiatives; contribute to the Ministry contract framework.
- External consultants and experts to collaborate on development of project controls system framework, exchange information and leading practices, and coordinate system enhancements as required.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

August 6, 2019. New position. HR classified as Program Services 3 (PS3).

March 2022 – Job Description JD requires updating to reflect process changes (1GX) and to recruit the most suitable candidate.

October 21, 2025 - minor updates to reflect current organizational structure and position requirements. Position classification not impacted.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.