Ministry

Jobs, Economy, Trade and Immigration

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

IT & Business Coordinator

Current Class

Administrative Support 5

Requested Class

Job Focus

Corporate Services

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ 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:

Reporting to the Director, Appeals Secretariat, the IT Business Coordinator is responsible for maintaining the integrity, accuracy and segregation of the data within the Appeals Commission Case Management System across all program areas. This includes the Advisor Office (Worker Advisor Branch and Employer Branch), Medical Panel Program and Tribunal. The position provides system support to users, conducts regular data audits and quality assurance reviews, prepares and validate reports and performance measures, distributing approved statistics and performance information to the applicable program areas. In addition, the position is responsible for maintaining the individual websites and online portals for each program area to ensure accuracy, consistency and availability of information.

Responsibilities

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

1. Appeals Commission Case Management System
Provide support to the Director, Appeals Secretariat by maintaining the Appeals Commission Case Management System across all program areas.

a. Providing functional support to the individual program areas to ensure an effective power user program is maintained, including ongoing system updates, training and user support for all Case Management users. Support includes basic assistance, troubleshooting and one-on-one guidance as required.
*Maintaining an up-to-date list of designated Case Management System power users for each program area
*Providing first level system support and basic troubleshooting, and escalating or reporting incidents to the IT Systems Lead when issues cannot be resolved at the initial support level.
*Maintains a Request for Change (RFC) log and supports monthly Power User meetings by preparing and organizing change requests for each program area.
*Assists the IT Systems Lead with the planning, scheduling and implementation of system changes by coordinating testing activities, validating defect fixes and supporting test scenario execution in advance of systems releases and updates.
*Assists all the Program areas with system documentation in creating and updating all internal and external business letters, forms, practice guidelines and templates.
2. Statistics & Reporting Coordination
Ensure the consistency, accuracy and relevance of reports across all program areas in alignment with their respective business processes. Validate statistical information and performance measures, and distribute statistics to the appropriate program areas.
a. Maintaining a comprehensive understanding of end-to-end business processes and associated performance metrics across all program areas to support accurate reporting, data integrity and operational analysis
b. Consulting with Commission user groups to identify reporting needs, define reporting requirements and ensure reports appropriately reflect program-specific operational and performance information.
3. Quality Assurance
Ensures that the quality of information input into the Case Management system meets the set standards, business rules and practices by:
a. Maintaining by performing regular data audits and quality assurance reviews, validating case and reporting data, monitoring system configurations and ensure program-specific data is accurately captured and segregated within the Case Management System.
4. Website Coordination and Administration
Assist with ensuring that the website is well organized and the content is accurate and up-to-date by:
a. Documenting the required change and create the appropriate documentation RFS or RFC and submit it to the Director, Appeals Secretariat for review and submission to the external vendors
b. Working with external vendors to ensure that changes have been made accurately by performing a thorough testing in the website UAT environment if needed.
c. Maintaining the online portal sites for each individual program to a make sure it is running correctly and to troubleshoot any problems
d. Assists all Program areas with system documentation in creating and updating all internal and external business letters, forms, practice guidelines, template and online fillable forms
e. Work in conjunction with Appeals Secretariat IT team members on the above to ensure timely and accurate service
5. General Administrative and Support Duties
a. Administrative support duties as directed by the Director, Appeals Secretariat and IT Systems Lead
b. This position will be required to cross train with other positions within the department
c. This position will be asked to fill another role on a temporary basis, if required; and
d. Provide support and assistance to team members, commissioners, operations and administrative team members when required

Problem Solving

Typical problems solved:

1. Case Management System defects: When users cannot do something on the system, this position will assist in correcting the problem
2. Online forms not working properly
3. Statistics are not correct

Types of guidance available for problem solving:

- If there is an anomaly, a list will be kept of all the anomalies and how to correct them

- A system user guide, that will provide details on how to correct concerns
- Request assistance from the IT Systems Lead

Direct or indirect impacts of decisions:

- Decisions made in this role directly affect the efficiency and productivity of Commission team members.
- Indirect impacts include maintaining data integrity, system security, and compliance with government standards.
- Effective problem-solving contributes to positive stakeholder experiences and supports the Commission's operational continuity.
- Errors or delays in decision-making may result in service disruptions, data loss, or breaches of policy, affecting both internal operations and external perceptions.

Key Relationships

Major stakeholders and purpose of interactions:

This position maintains effective working relationships with a wide range of internal and external stakeholders, including:
- Commission team members across all business areas
- External vendors and contractors supporting the Case Management system and website portal
- Government of Alberta (GOA) support services

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

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

Required Experience and Competencies:
- Excellent word processing, database, and other related computer systems skills.
- Strong customer service orientation with effective communication, organizational, and documentation skills.

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 • 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	1. Recognizes how own work affects team and program area processes 2. Considers cross-functional impacts when planning or implementing changes
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses	1. Build strong relationships with external vendors,

		conflict: • 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	government partners and internal teams to ensure seamless integration of systems and services. 2. Create forums and workshops where staff can share insights, ensuring everyone understands system impacts and benefits
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	1. Quickly learns new tools or processes, shifts approach when initial plans are not effective 2. Responds positively to changes in tasks or priorities; adjust work plans when needed
Creative Problem Solving	◉ ○ ○ ○ ○	Is open to new ideas and breaks problems down to identify solutions: • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems	1. Identifies problems and suggests practical solutions within established guidelines 2. Explores multiple options and applies creative thinking to improve processes or resolves issues.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark