

New

Ministry

Justice

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Strategy & Governance

Requested Class

Manager (Zone 2)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Court Technology Services organization delivers technology solutions to Alberta Courts and facilitates the Courts' approach to IMT governance, decision-making and service delivery. This broad lens facilitates enhanced collaboration and day-to-day support to ensure effective and efficient IMT service delivery across the Alberta Courts to provide better services to the Courts, the Judiciary, Ministry of Justice stakeholders and Albertans.

Reporting to the Director of Strategy, Governance and Enablement, the Manager, Strategy and Governance is critical to facilitating the integration of service delivery of the IMT functions across this portfolio, including but not limited to strategy planning and governance, portfolio investment and management, business relationship management, and communications, especially as the organization and the technology evolves.

The Manager will provide leadership and direction to a team responsible for:

- Technology, Organization Strategy and Governance
- Investment Management
- Reporting and Measurement
- Communications Management
- Business Relationship Management

A focus of this position is to initiate and maintain effective working relations and partnerships with various internal and external stakeholders to

integrate IMT operations across the branch.

Responsibilities

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

Provide leadership and direction of staff and resources for the Strategy and Governance team that are responsible for executing on the following:

- Development and implementation of IMT strategic plan
- Development and implementation of IMT governance frameworks, policies and procedures
- Development and implementation of IMT tactical plan
- Development and implementation of IMT portfolio and investment management plan
- Development and implementation of a benefits realization plan

Responsible for IT Planning and Reporting for Court Technology Services:

- Facilitate the development, implementation, and promotion of the Alberta Courts and Ministry of Justice business goals.
- Participate in stakeholder engagement with Court and Ministry of Justice business areas to identify court and ministry business and client service requirements; identify Court and Ministry of Justice initiatives and projects with IMT components for incorporation.
- Ensure the development and utilization of effective, consistent and transparent reporting measures for service delivery and identified deliverables.

Responsible for partnering with clients to ensure that strategic IT initiatives are based on solid business cases and projects are managed for desired outcomes:

- Investment dollars and resources are supported by the development of business cases for IT initiatives to measure costs and benefits.
- Establish reporting mechanisms for all projects.
- Provide guidance on strategies and action plans for organizational change management.

Responsible for overseeing complex business process design and staff participation in consultation sessions in accordance with IT frameworks, providing extensive business knowledge, business process expertise, and system knowledge:

- Business Process Review will identify opportunities for improvement and recommend solutions that are the foundation for future business process enhancement that improve the Courts and Ministry of Justices' ability to deliver program needs, reduce costs, and meet Department objectives.
- This is accomplished by researching emerging trends, best practices and determining implications of proposed solutions.

Responsible for the development, implementation, and execution of IT frameworks for Governance, IT Controls, Quality Management, Business Process Reviews, Risk Management, and Investment Management, ensuring alignment with best practices:

- Ensuring IT frameworks are in place to assist in the delivery of quality service using methodologies, best practice and standards endorsed by senior management.
- The risk management framework ensures the IT delivery organization has an integrated approach to identify and monitor risks during the IT delivery lifecycle.
- Ensure maintenance of an ongoing process to continually assess risks of information assets and projects in the IT Business Unit to mitigate exposure by selecting risk management options and mitigating strategies.
- Responsible for ensuring quality IT solutions by conducting Quality Reviews (Interim Project Reviews and Post Implementation Project Reviews) to CTS standards, and to clients' satisfaction.

Support the Director of Strategy, Governance, and Enablement to accomplish the mandate of the Strategy and Governance team, including:

- Create an environment that fosters innovation, providing and soliciting feedback, and development for all employees in the unit.

- Promote synergy and success among employees by providing development opportunities, mentoring, and coaching.
- Provide leadership and direction to technical and professional staff by competently managing scope, timing, resource capacity plans, operational plans, and budget allocation.
- Ensure workforce plans and priorities consider cross court impacts, ministry, and client needs.

Problem Solving

Typical problems solved:

The Manager, Strategy and Governance is accountable for several unique situations that may arise within Unit functions. The challenges faced by the Manager will require superior analysis, evaluation, judgment, reasoning, negotiation, facilitation, and problem-solving skills. The ability to understand complex business requirements, and facilitation of decision-making with senior and executive level internal and external stakeholders. Issues may include highly technical and sensitive issues related to the delivery of services; advice to business areas related to development of new policy or program decisions; and developing future focused strategies with a focus on effectiveness and efficiency and balanced client service. A deep understanding of industry trends and how these can be applied in the environment is critical to the success of the CTS organization.

Examples of problems that are likely to be encountered:

- Leading and facilitating the creation and implementation of a strategic planning framework and governance structure within the Alberta Courts. Gaining consensus on these constructs across all parties will be very challenging.
- Developing strategic solutions to complex IMT challenges such as Service Delivery improvements, Sourcing within tight timelines, Resourcing strategies. Each of these will require deep collaboration, consensus building and good judgment.

Types of guidance available for problem solving:

Situations are generally unstructured and require creative approaches to problems and challenges in an adaptive environment. The position must frequently modify approaches and come up with creative new solutions (e.g., developing plans, designing new services, forecasting industry trends, managing a diverse group of clients and professionals). Given this newly developed unit and lack of established processes in place, creative problem solving will be critical to the role.

Additionally, the Manager can seek guidance from:

- Director, Strategy, Governance, and Enablement;
- Internal policies, guidelines, and procedures;
- Other Managers within the Unit, Courts, Division, Ministry of Justice and across the GoA;
- Subject matter experts within the unit;
- Executive Director, Court Technology Services; and
- Assistant Deputy Minister, Court and Justice Services

Direct or indirect impacts of decisions:

Judicial independence is protected by separate IT services, networks and hardware.

Effective working relations and partnerships with various internal and external stakeholders to integrate and deliver strategic and governance services across the organization.

Excellent policies, procedures and practices will result in increased confidence through evidence based, data driven policy and program decisions.

Initiatives meet organizational policies and align to the various strategies.

Leadership that is provided is strategic and timely, and directly impacts a multitude of stakeholder groups.

The Manager must demonstrate excellent judgment and diplomacy given the nature of the work. In addition, the Director must understand and remain attentive to the complex relationships that must be fostered between the Unit, the Courts, the Ministry of Justice and industry.

Within the constraints of the business plan and financial regulations, the incumbent is accountable for the negotiation and delivery of governance services.

The risks this position will be required to manage could cause reputation harm to the Unit, the Courts or the Ministry of Justice. These issues must be managed quickly and effectively

Key Relationships

Major stakeholders and purpose of interactions:

The Manager has regular and ongoing interaction with the following:

Team (Daily)

- Provide leadership and direction
- Manage operational activities and issues
- Manage performance and provide coaching
- Provide guidance and advice
- Provide team with status updates

Director, Strategy, Governance, and Enablement (Daily/Weekly)

- Give and receive updates on on-going initiatives
- Give strategic and operational advice
- Strategize and develop strategic solutions
- Status reporting - two way exchange

Teams across Court Technology Services (as needed)

- Strategize on how to move initiatives forward
- Develop strategies to achieve goals for the CTS team
- Identify areas for continuous improvement
- Discuss operational and project activities and issues
- Discuss resource management and allocation

Teams across Technology and Innovation, including Data and Content Management, Policy, Privacy and Innovation, Digital Delivery and Innovation, Technology Support and Operations and Cybersecurity Services (as needed)

- Collaborate on initiatives
- Discuss initiative activities and issues
- Discuss resource management and allocation
- Ensure service delivery is optimized

Steering Committees (as needed)

- Collaborate on initiatives
- Discuss initiative activities and issues

- Consult, advice and champion enterprise alignment

GoA Department, Vendors and Industry Partners (as needed)

- Collaborate to move initiatives forward

Required Education, Experience and Technical Competencies

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

If other, specify:

A university degree in information technology, business, or a related field. Certifications and education in

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

Critical knowledge includes:

- Proactive problem identification, problem solving and decision-making abilities.
- A strong understanding of industry best practices associated with governance and strategic planning and financial and procurement management.
- Business and strategic planning experience across groups with a strong background in service delivery and the ability to manage significant resources beyond those directly supervised.
- A strong working knowledge of Alberta legislation and governance systems.
- Demonstrated effective verbal, listening, written and interpersonal communication skills working with a wide variety of stakeholders and diverse groups.
- Demonstrated ability to communicate effectively and collaborate strategically with a wide variety of stakeholders and balance the needs and interests of these diverse groups.
- Excellent analytical skills and sound judgment.
- Proven ability as a team leader with a commitment to create, support and sustain an environment that enables staff to achieve results, and to develop and build organizational capacity for the future.
- Strong project management and organizational abilities, including the ability to lead teams through a number of complex issues while still delivering results.
- Proven record of encouraging new approaches and questioning existing ones to ensure the most efficient and effective outcomes are achieved.

Experience includes:

- Experience giving advice, including deep understanding of the importance of defining the problem, developing solutions, and analyzing options and solutions so robust decision-making can occur.
- Strong project management and organizational abilities, including the ability manage a number of complex issues, assignments, and processes concurrently to achieve results.
- Progressive management experience and adaptive to political environment.
- Proven ability to ensure that activities are completed within specified timelines and that deliverables are high quality.
- Demonstrated ability to promote teamwork, collaboration, and partnership at all levels.
- Demonstrated ability to develop and maintain effective working relationships with a broad range of internal and external stakeholders.
- Strong communication and interpersonal skills for facilitating discussions, negotiating solutions, making presentations and preparing written materials.
- Ability to be flexible and think strategically, analytically and creatively, analyze issues, identify gaps and generate options/solutions. Ability to

ask questions and get results and move people forward.

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		
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 	Decisions made can impact broader policy decisions and conversations across the Alberta Courts and the Ministry of Justice. The Manager understands and considers these broader impacts when determining strategies. Decisions of the position can be precedent setting and have an impact on the organization as a whole.
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • 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 	The Manager directs the delivery of strategic planning and governance services across the Alberta Courts and the Ministry of Justice, who often have different business needs and requirements due to different legislation and regulations. This position is often faced with unique circumstances that require developing an appropriate solution that does not result in unintended negative consequences to business partners.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	The Manager must have a strong, well rounded network of colleagues, business and industry contacts to enable the effective implementation and ongoing success of the Unit. These networks and relationships will ensure effective delivery of services, as the Manager will know who to engage and when, when trying to enact solutions or solve complex problems

<p>Build Collaborative Environments</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<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 • Promotes collaboration and commitment 	<p>The Manager works collaboratively with other Managers in the Unit, the Alberta Courts, the Ministry of Justice and across GoA and with external stakeholders to ensure effective delivery of the IMT Strategy including to business partners and external industry partners</p>
<p>Develop Self and Others</p>	<p><input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/></p>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • 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 	<p>The Manager is responsible for a diverse team and will need to leverage the strengths of the team and encourage development of skills to meet the mandate of the Strategy and Governance unit.</p> <p>The Manager will be required to provide constructive feedback, coach, mentor and provide opportunities and encourage continuous growth and learning in an agile environment.</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

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature