

Update

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

IM Programs Manager

Current Class

Manager (Zone 2)

Job Focus

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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

As a member of a support team that provides leadership and direction to client departments about the Information Management (IM) function, this position is accountable for overseeing the day-to-day delivery of client-focused services, and leading or supporting the management of defined projects to enhance the IM Program in departments. To be effective, this role must work to ensure that all IM processes within departments are integrated and aligned with the Government of Alberta (GoA) IM Strategic Plan, policy instruments, and client business requirements. The position strives to minimize risks, provide storage economy, and enable department users to access records and information in a timely manner - thereby ensuring more knowledgeable and timely decision making and better service to Albertans.

This position acts within the parameters of applicable legislation, regulations, policies, standards, directives, and procedures, and will often be called on to provide advice and consultation in relation to these.

Responsibilities

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

1. Enhance the IM program for client departments and ensure implementation is undertaken in an integrated and consistent manner, aligned with legislation, GoA policy instruments and strategic direction.

- Support the use of M365 as the GoA standard for managing GoA information
- Articulate the vision for GoA's IM Strategic Plan and apply the vision to business cases and objectives for IM projects, or projects containing an IM component, undertaken within the departments
- Support consultation with clients and staff on information inventories and lifecycle management of information holdings
- Support the development and maintenance of a GoA-wide functional classification taxonomy (FCT)
- Support the development and maintenance of GoA-wide records retention and disposition schedules and their approval by ARMC as the legal authority for disposition of GoA records
- Support business continuity in the event of an emergency or other business interruption
- Provide advice and recommendations for improving current business practice to better align with the GoA IM Program and policy instruments.
- Use AI to improve efficiency and insight and personalize stakeholder engagement.

2. Support the development of IM policy instruments and practices that meet the needs of the departments, while aligning with legislation and GoA data and IM strategies.

- Collaborate with others on the development of policy, standards, guidelines and best practices for IM within GoA
- Collaborate with Business to understand the need and impact of various policy instruments, and work to ensure that approved policies are applicable, implementable, and correctly address issues that departments are experiencing.

3. Oversee the delivery of IM services to department clients to meet business objectives.

- Act as the main point of contact for IM questions/issues from departments, determine the appropriate IM services required to address issues, and facilitate service delivery from IM service providers as required.
- Provide advice and guidance to technology development projects to ensure that IM requirements are considered and incorporated, IM risks are identified, and that mitigation strategies are incorporated into technical solutions.
- Manage specific contracts for IM Projects, if needed, and validate the services have been delivered appropriately.
- Manage ongoing development of highly skilled, motivated and productive staff and support their professional learning, achievement of performance plans and development of skills and knowledge, including AI and digital capability objectives in performance and learning plans.
- Assign and manage staff as they participate in IM projects to support department objectives.
- Provide direction to GoA staff and contractors to ensure they understand the GoA context related to recordkeeping and align their current practices and all relevant policies, standards, guidelines, and recommended practices and initiate corrective action, if needed

- Contribute to change management plans to support the implementation of new IM solutions within the IM Programs team.

4. Participate in the development of formal IM training to educate business users on IM requirements and to facilitate the transition to new and innovative IM solutions.

- Provide direction to GoA staff and contractors to ensure they understand the GoA context related to recordkeeping and align their current practices and all relevant policies, standards, guidelines, and recommended practices and initiate corrective action, if needed
- Establish and implement an IM training plan within the ministry business areas
- Assist with determining learning requirements, target audiences, delivery methods and recommend initiatives to address gaps
- Collaborate with training development teams and other IM Programs Managers and Directors to develop and deliver required training
- Support change management related to adoption of new tools and new policy instruments (i.e. M365 as GoA enterprise content management system)

5. Support the digitalization of business processes within client departments.

- Support the development of plans to digitalize business processes
- Identify recordkeeping requirements to meet policy and legislative requirements for each digitalization project
- Identify training, technology and policy needs to support digital record keeping

6. Oversee strategic IM projects aimed at advancing the IM Programs service offerings; ensuring IT development is in alignment with IM Policies and Guidelines; and ensuring client departmental strategic projects are in alignment with the IM Strategic Vision.

- Support/lead projects that advance the service offerings of the IM Programs Unit
- Support IT projects to ensure that IM requirements are met, IM risks are identified, and that mitigation strategies are incorporated into technical solutions.
- Support client ministries internal projects, to ensure they are managing their information in alignment with applicable Policies, Standards and Guidelines, to enable effective information management.
- Support/lead cross government initiatives aimed at advancing the IM Program as a whole.

Problem Solving

Typical problems solved:

Navigating business to gather requirements for digitalization projects. This involves not only gathering requirements, but also bringing business on-board with recommended solutions, timelines to implement, and change management requirements for successful adoption/implementation.

Determining the best next steps in improving the compliance scores for a business area. This involves not only what steps are needed, but also meshing the steps with the business availability so that maximum improvement can be seen each year.

Understanding and navigating policies and business engagements to determine options to deal with complex records throughout their life-cycle, which could include off-site storage, development of retention schedules, processing records for disposition, or digitizing records for electronic preservation.

Understanding the many different service providers that may need to be engaged to deliver a solution to an end user. Effectively engaging our service partners at the right level, aligning them on common goals, and coordinating delivery to our clients in a seamless user centric manner.

Understanding the technical capabilities of the solutions and tools that are used in the GoA to ensure that advice

and guidance reflects best practices and capabilities available.

Types of guidance available for problem solving:

Collaboration with managers and directors across the unit/branch/division, branch leadership, other department management and subject matter experts.

Direct or indirect impacts of decisions:

This role is relied on to provide advice around the management of information in alignment with legal and policy driven recommendations. If that advice is not correct, this could result in the destruction of information contrary to legal requirements (retention periods), leading to reputational harm, or legal consequences.

Inaccurate advice, could also lead to the mismanagement of information which could result in increased effort to find and trust information required for business decisions. This may result in incorrect advice given, and reputational harm to the GoA due to decisions made on inaccurate or incomplete documentation.

Key Relationships

Major stakeholders and purpose of interactions:

Staff in Technology and Innovation - Daily - to review project/product list, gather requirements for projects/products, review project/product status, and advance priority projects/products.

IM Programs Director - Daily - to review project alignment with strategic IM goals and strategize next steps

Information Analysts - Daily - supervision and assignment allocation

Business Program Heads and Business Managers - Daily - training, compliance monitoring, project status

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

Other

If other, specify:

Records/Information/Library/Archival Studies, Digital Humanities; records/info mgmnt prof designations

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

A combination of education and directly related experience as an information analyst, technical competencies as evidenced by prior learning or experience, and/or certifications and training in the Information Management field. Competence with Microsoft 365 suite is required.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	Interacts with variety of stakeholders with competing interests. Must be able look at implications of different options and how they will impact the different relationships - look for unintended consequences.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and	Fosters collaborative working relationships that

		<p>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>draw out the strengths of direct reports and partners to achieve program objectives. Where there are differences of opinion, needs to be able to facilitate an open and respectful conflict resolution.</p>
Drive for Results	○ ○ ● ○ ○	<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>Monitors personal and team performance, using appropriate tools and resources to track progress and outcomes. Acknowledges the contributions of others toward shared goals, takes responsibility for outcomes. Supports agreed upon decisions by following through in alignment with APS direction and what is best for Albertans.</p>
Creative Problem Solving	○ ● ○ ○ ○	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>Projects often require creative problem solving to find ways to make changes to business process that are in alignment with previous business expectations, technology that is available today, and legislative/regulatory requirements.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

M410-20 Manager, Operations Support
M410-17 Manager, Municipal Excellence
M410-05 Manager, Security Management & Operations