

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

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:

- Technical skills such as, basic knowledge of managing websites/portals, HTML editing and experience with content management systems (e.g., SharePoint or Drupal).
- Incorporated updates to reflect the unit name change resulting from organizational restructuring.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

digital transformation. The role also includes creating and overseeing frameworks for content management such as data, information, and records management, to align with enterprise digital and Information Management and Technology (IMT) priorities.

Responsibilities

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

1. Participate in the development of government-wide content management policy instruments such as legislation, policies, directives, standards, and guidance materials and support digital initiatives by:
 - conducting research to identify trends to inform the development of policy instruments;
 - conducting jurisdictional scanning of government and non-government content management practices, artificial intelligence (AI), and digital strategies;
 - contributing to and participating in content management projects; and
 - reviewing and providing feedback on draft materials to ensure alignment with policy objectives and requirements.
2. Provide writing, designing, and editing support for the Digital Transformation and Strategic Foresight team:
 - providing copy-editing for all content produced by the Digital Transformation and Strategic Foresight team, ensuring the appropriate language, formatting, and style is applied;
 - ensuring the most up-to-date versions of policy instruments are accessible;
 - developing presentations for a variety of audiences (executive, government-wide, subject matter experts); and
 - developing recommendations for new methods of presenting complex ideas.
3. Provide communication support for the Digital Transformation and Strategic team by:
 - supporting the development of responses to inquiries and feedback received from a variety of stakeholders, both internal and external to government.
 - liaising with subject matter experts to gather accurate and relevant details necessary for the creation of clear and effective communications.
 - identifying and implementing opportunities to ensure communications are delivered to the appropriate stakeholders in the most efficient and impactful manner.
 - managing and organizing responses within the appropriate system or application to ensure consistency and accessibility.
4. Develop, maintain, and leverage networks to help inform policy instrument development by:
 - Identifying and establishing relationships with subject matter experts, maintaining regular communication to gather insights and expertise.
 - Supporting the planning, coordination, and execution of consultation initiatives to ensure stakeholder engagement and input.
 - Accurately capturing key findings, feedback, and follow-up actions during consultation initiatives for documentation and analysis.
 - Assisting in the development of actionable recommendations based on insights gained from consultations with subject matter experts to inform policy and decision-making.

Problem Solving

Typical problems solved:

The development, maintenance, and advancement of IMT policy instruments is complex given the diverse nature of government and the extensive content (data, information, records) used by the Government of

Alberta to conduct its business. This position supports the development and maintenance of policy instruments designed to establish and promote a disciplined, consistent, and effective approach to managing content across the Government of Alberta. This includes assisting in the creation, implementation, and evaluation of policies, standards, and guidelines to ensure content is managed in alignment with organizational objectives and best practices.

The management of content is subject to numerous pieces of legislation, which change frequently as business needs, technology, and citizen expectations evolve. Policy instruments must align with these complex, ever-changing requirements.

The challenges faced by this position require strong analytical, reasoning, writing, and communication skills. Interpretative, evaluative, and developmental thinking are also essential, along with the ability to begin understanding complex relationships. Some examples of where specific attention is required include:

- Data and information collected or created by and for the Government is essential to support program and service delivery to Albertans. There is a need to increase the ease with which data and information is shared between ministries, agencies, boards, and commissions. This would facilitate integrated programs and services, while reducing the number of times Albertans have to tell the same story repeatedly to various departments to access programs and services.
- Albertans expect a government that is accountable and transparent. Providing access to content that is deemed appropriate and of value to Albertans is a major component of meeting this expectation (e.g., Open Data).
- Government efficiency can be increased by modernizing processes where possible. This can be achieved through various means, such as incorporating workflows to reduce human error, adopting electronic signatures, and establishing additional business requirements to ensure that the technology used by the Government can effectively manage data and information throughout its entire life cycle.

This position requires the analyst to adopt a collaborative approach to achieve outcomes within the branch, the Ministry, and across the Government.

Types of guidance available for problem solving:

Internal:

- Supervisors, Subject Matter Experts, Mentorship Program, Peers, in-person and on-line training.

External:

- Subject Matter Experts/Contacts in other jurisdictions, published literature, formal IMT related groups, in-person and on-line training.

Direct or indirect impacts of decisions:

This position, under the direction of the Manager, is responsible for supporting the development, enhancement, and maintenance of policy instruments that align with content management strategies and government business plans. The analyst's decisions can directly influence policy instrument guidance, which sets requirements for the entire Government of Alberta (GoA).

Key Relationships

Major stakeholders and purpose of interactions:

- Program managers/directors, policy analysts and Information Management (IM) specialists in government departments: to obtain information about issues, discuss possible solutions, solicit consensus and/or support for new practices, policies and strategies.
- Various GoA specialists dealing with aspects of information (e.g., content management, privacy, cybersecurity, and various technical teams): to gain better understanding of specific issues and alternative practices.
- Stakeholder groups (e.g., the ADM Committee, Alberta Records Management Committee, and IMT Community of Practice): to develop consensus and/or support for new practices and strategies, and to communicate new policy, standards, and practices.

- Supervisor and Director: to help ensure that recommended direction aligns with the vision of the unit.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Library and Information Studies, Information Management, Business Administration, Communications

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

This position requires:

- knowledge of content management theory and practice, AI and digital transformation strategies, and information management technology.
- knowledge and understanding of various legislation (Acts and Regulations), programs, policies, practices and precedents governing IM; *Government Organization Act, Access to Information Act, Protection of Privacy Act, Electronic Transactions Act, Public Service Act, Government Accountability Act*, and the Records Management Regulation.
- knowledge and understanding of information management concepts and practices, to be able to apply these concepts to new practices in a variety of diverse environments.
- excellent written communication and presentation skills to convey complex information in a meaningful way to differing levels and types of audiences.
- policy analysis skills, including the ability to fully describe and get to the root of complex, diverse issues. Each issue will have its own unique characteristics and causative factors.
- critical thinking skills to determine the impacts that a change in one area may have on related business practices and environments.
- understanding systems thinking, and the ability to tailor best practices and strategies to diverse operational environments.
- excellent verbal communication and interpersonal skills to optimize the contribution and participation of key stakeholders (individuals and groups).
- self-directed research skills - to explore professional literature for best practices and to find out how other jurisdictions are handling similar issues.
- ability to work collaboratively and effectively in a team setting, agility in adapting to and responding promptly to assigned tasks, strong ability to build and maintain positive working relationships, and competence to organize and lead project teams and committees to achieve objectives.
- aptitude for problem-solving and decision-making, with mature judgment, tact, and diplomacy.
- Technical skills such as, basic knowledge of managing websites/portals, HTML editing and experience with content management systems (e.g., SharePoint or Drupal).

Education

- degree/diploma in a related discipline (Library and Information Studies, Information Management, Archival Studies, Business Administration, Public Administration, Communications, English) and two years related experience. Equivalencies will be considered.

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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>This position requires the analyst to look for new ways of managing government content (data, information, records), as the shift to a digital government continues.</p> <p>The analyst also plays a supporting role in gathering feedback from consultations with subject matter experts for the development/ enhancement of data and content management policy instruments.</p> <p>The analyst also voices opportunities for different methods, in collaboration with the team.</p>
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>This position helps in developing recommendations for changes to policy instruments to assist in modernizing business processes (e.g., move to digital or digital transformation).</p> <p>Changes to direction and priorities occur frequently. This position must be able to redirect their focus and time quickly to meet timelines.</p>
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>This position requires the analyst to identify, maintain and leverage networks, especially for consultation purposes.</p> <p>The analyst plays a key role in establishing and maintaining communication with various networks to provide updates and</p>

			identify opportunities related to content management policy instruments.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>The analyst assists in ensuring all content management policy instruments and communications from the team are in the correct format, free of editorial mistakes, and consistent.</p> <p>The analyst also participates in working groups for the development/ enhancement of policy instruments.</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