

Reclassification

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Director, BI & Systems

Current Class

Senior Manager (Zone 1)

Requested Class

Senior Manager (Zone 2)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

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:

Please note that this is part of wave 1 AHS Transfers.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Director, Business Intelligence and System Support, is a key position in the Procurement Secretariat branch responsible for providing leadership and direction for strategic innovation within the branch and CPSM (Contracting, Procurement and Supply Management) and is accountable for application management and application development, critical to business operations. Additionally, this role leads a team to take a

comprehensive view of data architecture and complex data relationships to deliver business intelligence solutions including data visualizations, complex reports, and high-quality data warehouse solutions providing the department with ready-to-use data or insightful dashboards for decision making. With the large and diverse datasets in contracting, procurement and supply chain area, the datasets are merged and heavily manipulated/cleansed to ensure standard use across the department and to front-line managers in AHS to support many critical functions.

This role is responsible for the overall strategic oversight for the department and is accountable for the effective IT business management to successfully deliver solutions and will oversee, lead, and participate in a wide range of projects and initiatives. Demonstrating a forward-thinking approach this position proactively identifies, anticipates, and responds to emerging requirements and new policy initiatives to deliver solutions successfully. This position will work closely with senior leadership and IT departments and develop long-term road maps, set technical direction, and establish a framework for reporting and analytics needs for the whole department.

As the lead for strategic innovation of business systems, fostering collaborative relationships with all areas of contracting, procurement and supply management is key to successful implementation for solutions often heavily impacted by technology. With a high level of understanding of the business, this position can articulate technical concepts to senior leadership and department leads to ensure the understanding of the impact to their operations and provide guidance on technical solutions.

The Director leads a team with a mixture of management and technical business intelligence members to ensure reliable operations of information systems, overcome project barriers, find solutions that fit both technical requirements and business needs, along with change management activities.

Responsibilities

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

Delivery of Solutions and Support:

- Management oversight for the successfully deliver solutions and work with project teams and internal and external stakeholders to ensure services are delivered to meet department requirements.
- Develop and implement effective and sustainable strong management business processes that enable effective delivery of IT solutions.
- Keep up to date on industry best practice and identify opportunities to streamline service delivery and apply continual process improvement to adhere to new and emerging business and technical requirements.
- In a drastically changing environment, maintain an awareness of departmental and organization initiatives that will have an impact on the department and contribute to the department by providing new ideas or processes, resolution of issues, and recommendations for further initiatives.
- Provide leadership oversight for developing advanced solutions, drawing on in depth knowledge of CPSM business areas to provide maximum value for the organization. This can include the full software development lifecycle from requirements gathering, development, quality assurance, change management and governance.
- Work with external partners to address CPSM needs, system configuration, change management and governance or escalated issues from direct reports.

- Participate in RFI/RFP development and evaluations. Contribute to the contract development during contract negotiations for contracts with technology impact for the department.

Delivery of Business Intelligence Solutions and Support

- Successfully deliver reliable business intelligence solutions including data visualizations/ dashboards, complex reports, and datasets by working closely with internal and external stakeholders at a department, ministry, and organizational level to understand and meet business requirements in an everchanging and dynamic environment. Additionally, work with HR, Finance, IT and Frontline AHS management to deliver data visualizations to 3500+ managers in the organization for insight into their procurement and service spending.
- Manage data strategy roadmap to extract available data and reduce business user effort accessing and leveraging data/information, promoting user self-sufficiency in accessing high quality datasets, and anticipating and responding to new technologies and innovative strategies.
- Develop new approaches to data analyses, complex information reporting and data dissemination, anticipate and react to evolving business requirements and new policy initiatives, and issue resolution.
- Management oversight from an enterprise perspective for business intelligence solutions and data warehousing by merging data sources in the department and other organizational data, performing complex data transformations, and devise creative solutions to accommodate partial data sets. Includes data pipelines, transforming and merging, data refreshes, cataloging, and governance so it can be leveraged by CPSM teams across the department to deliver high quality data in an easy to use, cleansed, and consistent manner while maintaining data performance, integrity, governance, and security.
- Management oversight for the development of insightful Data Visualizations for the business, leveraging large and complex data to understand program trends, measure performance, and inform decision-making.

Portfolio and Project Management

- Develop long term plans and contribute to departmental Business Plan to help the department and organization reach its goals.
- Create and maintain portfolio software and data road maps ensuring stakeholders and senior leadership understand the long-term vision.
- Engage and present to executives and provide regular portfolio updates.
- Quickly react in a dynamic environment to understand priority and put actions in place.
- Develop and maintain portfolio resource plans ensuring resource capacity and availability.
- Many projects have inter-related dependencies across the portfolio and continue to shift over time based on changing business needs, this position leads and maintains plans to deliver and meet organizational goals and keeps stakeholders aware and engaged.
- Work with cross functional teams in the CPSM and Procurement Secretariat department and teams in Government of Alberta and AHS or Provincial Health Agencies, along with senior leadership to prioritize strategic initiatives. Strong facilitation and negotiation skills are required to form consensus among all the groups and ensure business needs are met.

- Connecting with projects leads to ensure they are supported and help address roadblocks and mitigate risks.
- Manage and run multiple related projects contributing to organizational change and strategic initiatives.

Staff and Resource Management

- Manage and mentor professional (union and/or non-union) and management staff to complete required tasks.
- Clearly and comfortably delegates both routine and important tasks and decisions and broadly shares both responsibility and accountability.
- Trusts direct reports to perform and finish their own work.
- Fosters a team environment creating a feeling of belonging with strong morale and spirit. Includes sharing wins and defines success in terms of the whole team. Blends people into teams when needed and fosters an open dialogue.
- Creates a climate to effectively motivate direct reports and team or project members to maximize their potential contributions.
- Establishes clear directions and sets high, but not impossible, objectives and distributes the workload appropriately.
- Facilitate team building and engagement, recruitment, coaching, performance management and professional development opportunities for staff.

Client Relationship Management

- Foster collaboration among project stakeholders and senior leads from various departments and teams to anticipate and react to changing business requirements and recommend innovative solutions to work towards long term goals.
- Emphasize the importance of cross-functional cooperation in achieving project goals to refine project objectives/tasks and collectively problem solve to overcome barriers.
- Provide strong leadership and leverage relationships among stakeholders to negotiate and use facilitation skills to form consensus among many cross functional and cross organizational teams and to render high quality solutions and maximize customer satisfaction.
- Establish and maintain effective customer relationship protocols and maintain formal and informal contact with business users to gauge their level of satisfaction.
- Communicate plans and progress to senior leadership and stakeholders.
- Lead or provide management oversight to change initiatives along with the delivery of solutions by helping the organization's members understand what change means to them and providing the ongoing guidance and support to maintain enthusiasm and commitment to the change process to ensure successful adoption of solutions.
- Effectively communicate to all levels of the organization, breaking down complex technical ideas or

issues into relatable terms.

Problem Solving

Typical problems solved:

With many processes, policies, and procedures offered by a diverse department, this role requires considerable analytical, interpretive, and evaluative thinking to synthesize a diversity of information and stay current with advances in technology and trends. The Director must employ creative and flexible approaches and bring the right people together to solve complex problems and successfully deliver business intelligence and system solutions. In addition, existing solutions need to be continually updated or enhanced to meet changing business requirements.

The Director is key to leading the portfolio as priorities often conflict and present a continual challenge to efficiently deliver solutions and ensuring appropriate resourcing and skills are available at the right time.

The role actively drives strategic innovation and meets with senior leads, business management, and stakeholders to set realistic expectations and exercising a high level of interpersonal skills to communicate with 'non-technical' knowledge to understand their requirements, present findings, and exchange information ensuring stakeholders understand the impact to their business. Solution delivery is a balance of working and engaging with various IT departments, vendors, and cross organizational groups in the provincial health agencies and internally in the Procurement Secretariat and utilizing strong leadership skills to facilitate and negotiate to achieve consensus and ultimately successful solution delivery.

Provides leadership support to the Manager, Business System Support and management oversight of a business intelligence team and works to overcome project roadblocks, escalated issues that arise, and risk mitigation to an array of business areas and projects. This requires a high degree of leadership, critical thinking, creativity, and technical expertise across multiple environments to evaluate implications and identify all options before making a final recommendation.

This role is extremely independent in addressing problems and is expected to solve most issues that arise. The director is also quick to understand priority and set plans in action to address critical and high priority situations. Situations that cannot be resolved will need to be escalated for input or intervention where significant deviation from policy or strategy arise or fundamental disagreements between key stakeholders cannot be resolved.

Types of guidance available for problem solving:

This position organizes their own work and makes decisions on issues or situations not addressed by established procedure, responds to complex issues, and must exercise discretion and balanced judgment in choosing an approach to resolving and managing these issues effectively. The nature of an evolving technical landscape along with wide range of complex initiatives across a large department with diverse services and functions, needs the flexibility and creativity to solve problems by looking into innovative alternatives to quickly assess impact and strategize options to drive innovation or resolve issues. This role manages team performance including technical and managerial staff, requires extensive business know-how and to be up-to-date with emerging technology. A high level of critical thinking, ability to look at the bigger picture, and anticipate and react to industry trends are required as the role is expected to identify and drive strategic opportunities based on business knowledge, technical knowledge, and professional knowledge, ensuring the department has an appropriate strategic plan for its use of business information systems and business intelligence/data solutions.

Direct or indirect impacts of decisions:

Business applications and business intelligence solutions are critical to the operation of CPSM and Procurement Secretariat functions. The Director role is accountable to ensure solutions operate in an effective manner and are reliable on a continual basis and the creation of new solutions meet the needs of the business. Delivering high quality datasets and data visualizations allows the department to gain insights and aid leaders and operations with decision making. The role has a direct impact on operations today and also sets the long-term vision for technology and leveraging technology/solutions for the achievement of department wide objectives. Senior leaders depend on the director to provide technical expertise and delivery of solutions heavily impacted by technology.

Key Relationships

Major stakeholders and purpose of interactions:

Procurement Secretariat Branch Business Units - Forge strong relationships with Procurement Secretariat business units to resolve issues and improve processes or systems delivery.

CPSM Directors, Executive Directors, Senior Program Officers - As required to exchange information, complex issue resolution, status updates, assess business priority and provide advise on strategic direction.

AH & Procurement Secretariat Management, Directors and Senior leads - As required to exchange information, complex issue resolution, status updates, assess business priority, provide advise on strategic direction, and planning activities.

Cross-Organizational Business Units - work with cross functional teams with diverse requirements and business processes to understand needs to improve processes or systems delivery. Business units are often non technical and strong communication skills are required to ensure complex technical ideas are broken down into relatable terms. Strong facilitation and negotiation skills are needed to form consensus from the various groups for successful delivery of solutions.

Cross-Organizational Information Technology Departments - on projects involving the IT Team(s) in GoA or AHS and Business System Support or as required to maintain knowledge of future and current initiatives that can impact the department.

External Vendors - work with external vendors to provide support. Act as a liaison between the business and the vendor for application support and can additionally include requirements gathering, configuration support, governance and change management.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science, Computer Engineering, or related degree

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

- In depth knowledge of information technology and ITIL knowledge.
- Requires experience in a leadership role managing complex issues, managing staff to achieve highest potential in delivering systems and support, and working with various cross functional teams and senior leads to deliver results.
- Experience leading systems implementation and/or improvement projects.

- Demonstrated leadership in areas such as business intelligence, data analysis, data engineering or data governance.
- Minimum 5 years experience leading progressively larger project activities and participate as a subject matter expert to recommend solutions based on best practices, technical landscape, and business requirements and policies.
- Strong leadership skills to manage complex issues and achieve results with various internal and external stakeholders.
- Experience in business analysis and conducting or facilitating cross-functional group discussions.
- Experience with change management and adoption methods.
- Experience with contracting, procurement, and supply chain processes.
- Strong conflict resolution and negotiation skills to build consensus and form coalitions with cross functional teams.
- Proven ability to engage and present to senior leads.
- Strong communication skills and ability to break down technical terms and complex issues to business users and senior leaders.
- Proven ability to critically evaluate information gathered and seek out innovation.
- Ability to foster a collaborative and effective team environment.
- Relevant business designation or certification in Business Analysis or Project Management an asset.

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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	<p>This position looks at the long-term view of technology for the department to support existing applications to ensure reliable solutions and minimal disruptions to operations.</p> <p>Strategically seeks out innovation and foresees impact of future changes within the organization and technical landscape.</p> <p>The Director needs to consider broader Alberta Public and risks when</p>

			<p>providing advice or planning future initiatives.</p> <p>Works collaboratively with cross functional stakeholders and senior management to understand requirements and take a long-term view from an organizational perspective</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates the environment for innovative problem solving:</p> <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	<p>Fosters an open and engaging environment where opinions and brainstorming are encouraged and valued.</p> <p>In a fast-paced environment with continuous organizational change and emerging technologies, driving change in the department, and delivering innovative solution requires creativity, agility, and flexibility to work through the unique challenges that arise.</p> <p>Cultivating a culture of innovation and engaging stakeholders to participate in innovation and overcoming barriers are key to generating new ways of thinking.</p>
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Creates an adaptable environment:</p> <ul style="list-style-type: none"> • Fosters agility, proactive and flexible practices • Leads and creates momentum for change • Champions plan of 	<p>With so many factors impacting a variety of projects and operations, priorities will continuously shift. Swift risk mitigation activities and adjustments to program plans and</p>

		<p>action and overcomes barriers through proactive anticipation</p> <ul style="list-style-type: none"> • Quickly understands and reacts to environment, establishing flexible culture 	<p>resources is a recurrent challenge.</p> <p>Critical thinking, along with innovative problem solving, are key to delivering successful outcomes.</p> <p>The delivery of solutions requires the establishment of strong collaborative environments with many stakeholders and senior leads aids to swiftly understand current and future impacts and overcome barriers.</p> <p>Take a proactive leadership role to anticipate and react to technology trends and champion strategy change through innovation.</p>
Drive for Results	○ ○ ○ ○ ●	<p>Aligns different groups to achieve goals and realize broader outcomes:</p> <ul style="list-style-type: none"> • Defines work mission to achieve APS goals and integrate projects • Provides bold advice to stakeholders • Proactively improves overall performance, measured through metrics 	<p>Accountable for the delivery and leadership of effective and efficient solutions and business intelligence solutions.</p> <p>Drive strategic innovation and anticipate future challenges and maximize resources to solve complex problems to drive change often with solutions heavily impacted by technology to help the department/ organization reach it's goals.</p>
Develop Networks	○ ○ ○ ○ ●	<p>Builds trust to fairly represent every party:</p> <ul style="list-style-type: none"> • Uses network to identify opportunities • Establishes credibility and common purpose with a range of people • Actively represents needs and varying groups • Creates strategic impression by inspiring 	<p>Foster strong relationships with stakeholders and leverage networks to identify opportunities used in other areas/organizations or to understand upcoming or long-term risks in a quickly changing technical landscape.</p>

		and connecting with values and beliefs	<p>Develop a wide network to support the diverse needs across CPSM, Procurement Secretariat, IT teams and leadership.</p> <p>Foster relationships by developing trust and demonstrating accountability to actively represent different groups and drive strategic change.</p>
Build Collaborative Environments	○ ○ ○ ○ ●	<p>Creates an open environment of communication:</p> <ul style="list-style-type: none"> • Promotes sharing of expertise • Initiates strategic communication systems • Anticipates and addresses potential conflict areas • Inspires with a bold, complete and shared vision • Leads cross-functional collaboration 	<p>Achieving effective solutions requires collaboration across many cross-functional teams within the Procurement Secretariat, Health Ministry, and CPSM functions currently in AHS. Additionally, work with vendors for 3rd party supported applications.</p> <p>Facilitating continuous engagement across the various functional teams to proactively mitigate longer term risks, foster innovation, and quickly assess and address obstacles and gain consensus amongst the group.</p>
Develop Self and Others	○ ○ ○ ○ ●	<p>Champions development and learning in all groups:</p> <ul style="list-style-type: none"> • Actively learns about the broader organization • Brings others together to identify issues and successes, and takes a systems thinking approach • Champions development and leadership building 	<p>Forge strong relationships with internal cross functional teams within AHS and GoA and external vendors to push forward organization change, eliminate barriers to collectively overcome obstacles, and to drive high quality solutions.</p> <p>Leverage relationships in other areas to move tasks forward, to gain an understanding of</p>

