

New

Ministry

Forestry and Parks

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Business Technology Specialist

Requested 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

Job Purpose and Organizational Context

Why the job exists:

The Forestry Division is dedicated to protecting Alberta's communities through modern, evidence-based approaches. With a vision for sustainable IT modernization, the Division is building a long-term digital ecosystem to enhance data management, analytics, and operational efficiency, improving user experience, reducing administrative burden, and supporting program sustainability.

Reporting to the Business IT and Modernization Lead, this position will be responsible for providing leadership and supports strategic direction on key IT innovation and systems modernization initiatives within the Forestry Division. This position will ensure the seamless integration of operational services, assessing and refining delivery processes for various programs, and services. They should be familiar with service delivery, digital approaches and digital government techniques. This involves setting clear goals and envisioning product strategies in support of the Forestry Division's objectives.

This position requires an innovative leader with a blend of technical expertise, business analysis experience, and change management capability. The successful candidate will be passionate about advancing divisional modernization strategies and roadmaps to maximize the value of products and services. They will define goals and

create a clear product vision in support of the Forestry Division. The role demands strong analytical and communication skills, with the ability to collect, organize, analyze, and present information with attention to detail, accuracy, and data quality, while effectively collaborating, persuading, and negotiating to achieve shared goals. Building effective relationships across the Forestry Division and with Ministry partners is essential to successfully deliver new products, systems, and services that meet user and business needs.

Responsibilities

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

- Providing guidance and direction to Division staff, working groups, and product teams regarding the Division's business applications, systems, and technology.
 - Offering comprehensive guidance to Division staff, working groups, and product teams on the implementation, optimization, and utilization of the Division's business applications, systems, and technology.
 - Ensure alignment with the Forestry Division's digital strategy and modernization roadmap, guiding effective product delivery and supporting product owners, leads, and delivery teams.
 - Oversee and review the project/product activities, initiatives, and delivery related to the planning, implementation and maintenance of new solutions.
 - Foster innovation and collaboration across teams ensuring alignment with organizational goals and maximizing the effectiveness of technology solutions to enhance operational efficiency and achieve desired outcomes.
- Direct professional staff to support the delivery of the Divisions information technology mandate.
 - Lead professional staff, including staff working remotely, to administer complex systems that support Business Process and Service Design, User Experience Design, Digital Product and Content Management, Product Development Oversight and Integration, Agile Project & Scrum Management, Change Management, and On-boarding Support on behalf of the Division.
 - Responsible for the continuous improvement and process modernization of Division IT systems, system coordination, quality assurance processes, and monitoring and enhancing business processes.
 - Assessing the results achieved with these new technologies and processes via Post Implementation Reviews (PIR) and sharing both successful outcomes and lessons learned.
- Collaborate and offer expertise in planning and design practices to extend the support on key innovation and modernization initiatives within the Forestry Division.
 - Collaborate closely with diverse teams across the organization, stakeholders, leveraging specialized knowledge in planning and design methodologies to enhance the planning and execution of critical innovation and modernization projects within the Forestry Division.
 - Ensuring strategic alignment and effective implementation of initiatives to drive positive outcomes for the Division.
- Planning, developing and implementing project plans and coordinating staff and budget resources to achieve service delivery objectives for Division Technology projects.
 - Coordinate the planning, development, and execution of project plans, ensuring efficient allocation of staff and budgetary resources to achieve the service delivery objectives for Division Technology projects.
 - Strong understanding of design thinking, user experience (UX) principles, and human-centered design methodologies, combined with knowledge of agile product development, management, evaluation, and monitoring practices. Skilled in reviewing current services, identifying modernization opportunities, and guiding the delivery of efficient, effective, and affordable new services.
 - Ensuring projects are efficiently managed and accomplished within predefined schedules and budgetary limits.
- Guide and assist Product Owners in prioritizing, managing, and communicating the product vision, backlog, and requirements to align with stakeholder needs and support strategic directions.
 - Strong understanding of design thinking, user experience (UX) principles, and human-centered design methodologies, combined with knowledge of agile product development, management, evaluation, and monitoring practices. Skilled in reviewing current services, identifying modernization opportunities, and guiding the delivery of efficient, effective, and affordable new services.
 - Provide mentorship and support to Product Owners, while filling the co-Product Owner role to prioritize, manage, and communicate the product vision, backlog, and requirements, ensuring they are in line with stakeholder needs and the overarching strategic objectives of the product.
 - Communicate the vision and roadmap across multiple teams and projects, focusing on business outcomes

and ensuring data is treated as a corporate asset.

- This guidance ensures cohesive alignment and effective execution of product development efforts.

Problem Solving

Typical problems solved:

The problems that this position will be tasked to work on are:

- Represent the Division's interests in collaborating with Government of Alberta (GOA) teams to integrate system and technology enhancements across the organization, aligning them with Forestry Division's business processes.
- Working with diverse stakeholders with varying approaches.
- Balancing divergent opinions, attitudes and approaches, and motivating stakeholder representatives to become and/or continue involvement despite differing perspectives.
- Building and sustaining trust between various stakeholders with the Division and Ministry partners.
- Drawing upon deductive and analytical skills to make decisions in the absence of all the desired information because the information does not exist.
- Champion change management principles for business acceptance of new technology.

Types of guidance available for problem solving:

This position works with minimal direction, applying good discretion when making decisions.

- Utilizes leadership skills during project-based work and identifies/implements operational efficiencies.
- Critical escalations or communications can leverage director level assistance as required.

This position will use multiple guiding documents to work through initiatives relating to Division technology advancement and maintenance. Some examples are:

- GOA Digital Strategy
- Wildfire Policies and Standard Operating Procedures
- Forest Management Regulatory System and policy documents
- GOA Application Guiding Documents (i.e. 1GX, Microsoft 365, etc.)

Direct or indirect impacts of decisions:

- The decisions made by this position will direct work completed by project teams and subject matter experts working on technology-based initiatives. This position will be required to ensure they are aligned with Divisional priorities, goals, policies and business preferred procedures.
- Latitude is afforded when making decisions, providing recommendations, planning, initiating and completing work based on business expectations, key stakeholder requirements, and technology requirements.
- This position provides advice and consultation with ministry stakeholders (at all levels) that have considerable impact and influence on decisions relating to Business goals, directions, accountabilities, structure, resource allocation, and financial commitments.
- This position maximizes the effectiveness of business and IT strategies by facilitating partnerships with government ministries and stakeholders to gain support for program and delivery projects and initiatives, facilitate, and promote initiatives that deliver measurable business value and outcomes.
- This position provides guidance to business and IT and stakeholder groups on how to best deliver services

Key Relationships

Major stakeholders and purpose of interactions:

This position will be required to collaborate with Divisional staff, Technology and Innovation resources, other Ministries and GoA departments, Community Stakeholders and Partners, and wildfire related external groups (i.e. universities, Canadian Inter-agency Forest Fire Center (CIFFC), Canadian Forest Service (CFS), etc.), Forest Resource Association of Alberta and Forest Industry Stakeholders. These relationships will be to support the delivery of services to the Division and Albertans by providing continuous improvement with digital solutions.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Environmental Sciences or related field.

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

University graduation in a related field plus 4 years progressively responsible related experience; or equivalent as described below.

Equivalency: Directly related education or experience considered on the basis of:

- 1 year of education for 1 year of experience; or
- 1 year of experience for 1 year of education.

This position requires knowledge of the agile product development process, the scrum framework, and product management best practices.

Additional experience that would be considered assets to this positions are:

- Wildfire experience both on incident and office based operations
- Forestry business knowledge
- Technology Project Management experience
- Business or Technical Analyst experience and training
- Product Owner and/or Scrum Master certification would be considered 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	The project management role of this position requires strong business acumen and systems-thinking skills to identify priorities and enhance service delivery for Albertans.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works to remove barriers to outcomes, sticking to principles: <ul style="list-style-type: none">• Forecasts and proactively addresses project challenges• Removes barriers to collaboration and achievement of outcomes• Upholds principles and confronts problems directly• Considers complex factors and aligns solutions with broader organization mission	There will be multiple initiatives with at times competing due dates that will require a strong drive for results.

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	Forestry Division is focused on innovation and requires someone to remove barriers to these technology advancements.
Build Collaborative Environments	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	This position will be required to work with multiple stakeholders within Department, within GOA and external organizations.
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> • Creates impactful relationships with the right people • Ensures needs of varying groups are represented <ul style="list-style-type: none"> • Goes beyond to meet stakeholder needs • Ensures all needs are heard and understood 	This role will be required at times to create working groups, panels and project teams to accomplish tasks for technology improvements.