

New

Ministry

Treasury Board and Finance

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program Solutions Specialist

Requested Class

Program Services 4

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:

Tax and Revenue Administration (TRA) was identified as a Center of Excellence for complex program administration and four collections groups from across GOA were brought together in TRA. The Collections and Recoveries branch was created to consolidate the work of these groups within one branch, a branch responsible for collecting outstanding tax debts and recovering amounts owed to the GOA.

The Branch is integrating the work of all four groups with the goal of modernizing our service delivery through implementation of enhanced methodologies, technology, utilization of data analytics and best practices to increase debt collection and recoveries across all our portfolios and for all our client-ministries.

The **Program Solutions Specialist**, reporting to the **Manager of Business Services**, plays a crucial role in supporting operational systems and delivering evolving reporting and analytical requirements for diverse **GoA client ministry programs**. This role leverages technology and process expertise to enhance support for the **Collections and Recoveries teams** and collaborates closely with application developers, enterprise architects, database administrators, business analysts, and stakeholders to ensure the effective integration and modernization of systems. This position is essential for achieving the branch's goals by supporting the Collections and Recoveries teams and working with various technical and business stakeholders.

Responsibilities

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

Information Systems Integration: Lead the integration of various collection and recovery systems to create comprehensive debt profiles. This involves:

- Conducting thorough assessments of existing systems and identifying integration opportunities.
- Leveraging advanced data integration and analysis skills to utilize various software applications effectively in the support of business operations.
- Designing and implementing integration solutions that ensure seamless data flow and system interoperability.
- Collaborating with technical teams, including Technology and Innovation (T&I), Strategic Client Services (SCS), to ensure the data integration infrastructure is robust, scalable and maintains protocols and standards.
- Monitoring and evaluating the effectiveness of integration efforts and making necessary adjustments to improve performance.

Data Management: Oversee the extraction and transformation of data into reliable and accurate information for decision-making. This includes:

- Developing and supporting the ongoing technical requirements of creating and sustaining a branch-level integrated reporting and analytical system.
- Designing and implementing data validation processes to ensure data quality and integrity.
- Aligning and integrating data using Kimball dimensional modeling to provide a single version of the truth for data-informed decisions.
- Creating and optimizing database queries to improve data retrieval and processing efficiency.
- Ensuring data is accessible and usable for various stakeholders, including management, analysts, and other departments.
- Overseeing the development of comprehensive technical procedures to ensure compliance with policy requirements, including security expectations and FOIP legislation.

Technical Support: Support the ongoing technical requirements of creating and sustaining a branch-level data integration system. This involves:

- Managing and maintaining core (SQL) information systems that support operations across the Branch, including but not limited to the Agency Collection Tracking & Reporting System (ACTRS) and WinCollect CRM systems, as well Oracle or other cloud applications.
- Working with the Strategic and Client Services branch, design data models and develop ETL (Extract, Transform, Load) processes to integrate data from various sources.
- Leading the execution of test cases, providing support and guidance to validate system functionality and performance, ensuring high-quality outcomes.
- Ensuring systems meet the needs of the Collection and Recovery branch and aligns with overall Ministry and Government of Alberta information management standards.
- Providing expert technical assistance for data integration-related issues and supporting teams to ensure smooth operation and availability of resources for troubleshooting issues in all branch applications.

System Modernization: Ensure our information systems keep pace with the upcoming major information management system modernization initiative. This includes:

- Participating in the planning and implementation of new technologies and systems.
- Migrating legacy systems to modern platforms and ensuring compatibility with existing infrastructure.
- Developing and implementing strategies to ensure a smooth transition to new systems.
- Providing training and support to staff to help them adapt to new technologies and processes.

Collaboration: Collaborate with other teams, branches and various departments to identify efficiency and effectiveness gains through the implementation of innovative solutions. This involves:

- Facilitating cross-functional meetings to gather requirements and develop solutions.
- Working with stakeholders to identify and prioritize process improvement opportunities.
- Developing and implementing solutions that streamline processes and improve efficiency.
- Ensuring effective communication and collaboration between departments to achieve common goals.

Coaching and Mentorship: Provide support to members and teams across the branch to increase awareness and development of skillsets. This includes:

- Collaborating with supervisors to create and offer directed guidance and training to developing team knowledge and skillsets.
- Encouraging a culture of continuous learning and professional development within the branch.

Problem Solving

Typical problems solved:

The Program Solutions Specialist role requires extensive knowledge, flexibility, and professional judgment to navigate complex issues. They exercise considerable independence in providing advice and consultation, developing project deliverables, and resolving issues that affect project progress and quality. The Program Solutions Specialist works across multiple program areas, using their subject matter expertise to determine the best approach for projects, including collecting and analyzing information, building models, and presenting results. They collaborate with individuals at various organizational levels to define and clarify requirements and opportunities.

Strong analytical thinking is essential for breaking down complex data sets and business processes, using data-driven insights for decision-making. Proficiency in managing core information systems, such as SQL-based systems and cloud applications, is crucial, along with strong communication skills to convey technical information to non-technical stakeholders. The Program Solutions Specialist leads process improvement initiatives, identifies technical solutions to enhance internal controls and service excellence, and develops innovative approaches to business operations. They troubleshoot system issues, monitor performance, and work closely with development teams to ensure timely resolution.

Additionally, the Program Solutions Specialist develops and implements strategies to optimize information management systems, supporting modernization efforts and ensuring alignment with organizational standards. They drive the integration of data analytics within the branch, leveraging their knowledge of big data, descriptive and prescriptive analytics, and AI techniques to solve complex problems. The Program Solutions Specialist assesses the feasibility of proposed initiatives and projects, often relying on industry standards, guidelines, and collaboration with subject matter experts.

Types of guidance available for problem solving:

The incumbent operates within established legislation, regulations and policies, providing advice and guidance on the technical development and maintenance of Branch applications. With minimal guidance from the Manager, Business Services, they assess the feasibility of proposed initiatives and projects, often dealing with unique issues that have limited precedence within the ministry or organization.

The Program Solutions Specialist also drives the implementation and integration of data analytics within the branch. They will refer to GOA data and AI standards, guidelines and templates and may consult with

other subject matter experts in the Division.

For decisions that fall outside established policies, lack clear precedent, or have the potential for significant impact on Branch operations, resource allocation, and stakeholders, they consult with the Manager, Business Services, and/or senior leadership.

Direct or indirect impacts of decisions:

The actions and decisions of the **Program Solutions Specialist** significantly impact all system end-users, including private collection agencies, contractors, service providers, and **GoA staff**. Delays or errors in application performance due to system problems or unavailability can lead to substantial financial consequences for Albertans and operational and business impacts on private collection agencies and Ministry clients. Successful system operations are crucial for supporting ministry goals and maintaining positive public confidence and perception of government debt recovery solutions.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- **Manager:** Frequent and ongoing contact to provide updates and recommendations, receive guidance on Branch directions and priorities, identify opportunities, and recommend solutions.
- **Branch Teams and Members:** Frequent meetings and informal contact to discuss and work through business process improvements, system issue identification, and the development of solutions.
- **Leadership Teams across the Branch and Division:** Frequent contact in meetings and informally as needed to ensure coordination and collaboration to achieve intended goals and outcomes as set by the government and implementation of initiatives.
- **GoA Technical Teams:** Frequent contact in meetings and informally as needed to discuss deployment timing, approaches, testing, issues, and priorities. Participate in project workshops, investigation, analysis, and research to report and troubleshoot technical priorities, issues, and outages.
- **Ministry Clients:** Contact as required to define business requirements and develop and implement technical strategies and solutions that support best practices.

External:

- **Service Providers and Contractors:** Frequent and ongoing contact to define business requirements, work with them to understand testing requirements on application solutions and resolve issues and problems. Help facilitate and translate business needs into application requirements and design solutions. Act as a liaison between business representatives and application representatives.
- **Other Levels of Government:** Contact as required to obtain/share data and learn about best practices to coordinate the implementation of technical solutions, provide direction, and gather information.

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:

Bachelor's degree in Information Technology, Computer Science, Data Management, or a related field.

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

- **Minimum of 4 years of experience:** This includes extensive experience in data management, database design, querying, and information systems integration, preferably within a government or public sector environment. This experience should encompass database design, querying, data and

semantic modeling, as well as data validation, processing, analysis, and reporting.

Technical Skills:

- **Advanced knowledge of SQL:** Proficiency in SQL and experience with SQL-based systems, including custom-built information management systems, is crucial for managing and querying data effectively.
- **Expertise in Microsoft suite of products:** This includes Power BI, Power Query, Azure, Dynamics, DAX, MDX, Power Automate, SharePoint Online, and MS Excel. These tools are essential for data analysis, visualization, automation, and collaboration.
- **Familiarity with data integration tools and techniques:** Understanding and utilizing data integration tools and techniques are essential for ensuring seamless data flow and system interoperability.

Strong Analytical and Problem-Solving Skills:

- The ability to interpret complex data and provide actionable insights is critical for making informed decisions and improving business processes

Excellent Verbal and Written Communication Skills:

- Effective collaboration with cross-functional teams and the ability to present technical information to non-technical stakeholders are essential for successful project execution

Familiarity with Agile Project Management Tools and Techniques:

- This includes creating and managing sprints, user stories, and backlog items, which are crucial for efficient project management and delivery.

Ability to Work Independently and Part of a Team:

- Being adaptable in a fast-paced and dynamic environment is important for handling various tasks and challenges

High level of Accuracy and Attention to Detail:

- Ensuring precision in data analysis and reporting is vital for maintaining data integrity and reliability

Commitment to Continuous Learning and Professional Development:

- Staying updated with the latest trends and advancements in data management and information systems is essential for career growth and effectiveness.

Asset Certifications:

- Microsoft Certified: Data Analyst Associate Microsoft Certified: Azure Data
- Engineer Associate Certified Data Management Professional (CDMP) Certified
- SCRUM Master (CSM)
- 5 years related experience is 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		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Works in open teams to share ideas and process	

		<p>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 	
Agility	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<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 	
Systems Thinking	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Integrates broader context into planning:</p> <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 	