New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Systems & Services Strategist

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 Alberta Ministry of Public Safety and Emergency Services (PSES) ensures that Alberta communities safe and secure, and our province is prepared for and resilient to the impacts of disasters. The Strategy, Support, and Integrated Initiatives (SSII) Division is a cross-divisional resource working to translate broad ministry priorities into meaningful plans and initiatives which are supported by high-quality evidence and forward-thinking approaches. In partnership with Technology and Innovation (TI), PSES is modernizing its service delivery to simplify and enhance programs for Albertans interacting with the ministry.

Reporting to the Director, the Systems & Services Strategist is responsible for ensuring PSES Department IT projects align with the GoA's Digital Plan and Data Strategy and ministry priorities, providing consultation and expertise to divisions on modernization and transformation of systems and services, building partnerships and providing sound technical advice to enhance and accelerate modernization of ministry initiatives. The Modernization Unit is a new unit and continues to grow and evolve with the intent that this SA3 resource may take on a supervisory role.

To be effective, the position must perform comprehensive analysis of proposed projects, stay current with new technical tools and systems, and maintain a keen understanding of divisional challenges and operational requirements. These actions ensure PSES divisions deliver high quality service to Albertans, IMT solutions align with government priorities, effectively leverage available funding options, and the

realization of divisional and ministry goals for operational effectiveness.

Responsibilities

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

WHAT it does, WHY the work is done, ACTIVITIES/HOW

INITIATIVE ALIGNMENT

This position advances and updates the ministry's department-wide IMT strategic plans and digital roadmaps, to ensure they are in alignment with ministry priorities while conforming to T&I delivery approaches by:

- Facilitating digital modernization discussions and approaches with divisional stakeholders including program Managers, Directors and Executive Directors, in alignment with digitization strategies, data strategies, and industry modernization techniques.

- Leading, evaluating, and supporting clients in selection and evaluation of a solution, i.e. new application, enhanced application, tools, emerging technology, implementation to ensure client satisfaction and expected results have been achieved.

- Advancing awareness of Digital Strategy and Modernization priorities and connectivity with ministry initiatives.

- Improving and embedding Data and Content Management and CyberSecurity best practices with emerging and new technologies and systems, IMT contract and vendor management, business planning and IMT service delivery.

- Providing expertise on ministry's strategic transformational programs (large capital program planning and/or initiatives involving multiple complex systems). This includes providing guidance to project managers/product owners/product leads, identify and obtain support from other areas/ministries to ensure effective support, prepare status briefings on transformational programs for use by executive audiences.

SYSTEM MODERNIZATION

The role leads process re-engineering for all PSES Divisions/Units and identifies service design for opportunities in the Ministry Strategic Digital Roadmap to ensure efficiency and effectiveness of modernization initiatives by:

- Championing emerging technologies and practices through the ongoing use and demonstration of the potential value and process improvements

- Directing the evaluation and use of new technologies and practices through development of initiatives Business Cases and Project Charters.

The role supports the review of current state of services, identify future opportunities, and guides the delivery of new services to ensure business transformation is efficient, effective and affordable by:

- Conducting research and testing of new technologies, best practices, and trends from industry to assess viability, impacts, and value.

- Overseeing and reviewing the project/product activities, initiatives, and delivery related to the planning, implementation and maintenance of new solutions.

- Working as part of a cross-functional program review for product delivery teams. These teams, led by product owners and TI, work collaboratively and collectively to participate in a full range of activities including: field research, backlog definition and refinement, and sprint planning and execution.

- Assessing the results achieved with these new technologies and processes via Post Implementation Reviews (PIR) and sharing both successful outcomes and lessons learned. This include Analysis and documentation of project outcomes such as whether there is efficiency in use for staff and easy

access to services for citizens

- Analyzing user and employee experience across channels (mobile, web, social media, phone, face-to-face, print, mail, etc.) and identification of gaps, opportunities, and solutions

- Verifying to the supervisor that appropriate resources are allocated to support and facilitate IMT modernization initiatives.

SOLUTION & SYSTEMS EVALUATION

This position is directs legacy system assessments including IMT System Architecture, Infrastructure & Security, Enterprise and Platforms, identification of technical risks, issues & dependencies, and metrics & benefits realization to ensure effective management of IT systems and service delivery by our IT partners by:

- Providing guidance to both the outsourcing partners (senior technology service providers) and to divisional stakeholders (business manager and directors) on the use of information technology, and representing the department's interest in the overall information technology directions of the Alberta Government.

- Evaluating results of assessments and cost analysis conducted by TI and contractors.

- Advocating for comprehensive understanding of performance metrics and business value of ministry systems.

The role is involved in providing direction for determination of the future state of business applications and the development of new applications and tools. And oversight of existing applications to ensure these applications are effective by:

- Applying knowledge of contract and vendor management is to support the unit in a large complement of Application Maintenance contracts in the operations, development and implementation of software systems across the Ministry.

- Possessing advanced technical skills to maintain and support the appropriate strategic and tactical information technology plan for the department.

- Supporting the supervisor and the ministry's strategic agenda to steer significant information technology initiatives.

SUPPORT & CHANGE MANAGMENT

This role is responsible for enhancing awareness of modern techniques and methodologies for providing consultative guidance to delivery and program areas in legacy system management, development, and modernization to ensure partners are engaged and supportive of opportunities to improve service delivery by:

- Maintaining awareness of and implementing approaches to achieve effective solutions and stakeholder engagement that support the department's business plan and objectives through effective project scoping and management.

- Enhancing adoption of new technologies by training and educating staff with timely and useful supports, communication and feedback mechanisms/

- Facilitating and validating business readiness for modernization and requests for funding prioritization on IMT initiatives with a view toward progressing organizational IMT maturity.

- Developing communications, processes and procedures to evaluate ministry IMT priorities, program readiness for modernization, and implementation timing.

Problem Solving

Typical problems solved:

- Problem solving involves large IT systems and complex analytical developmental thinking. Position

works within policies, practices, standards, and department business plans, and in some situations requiring developmental and analytical work in reaching solution options and solutions. Position must ensure that department has an appropriate tactical plan for its use of information technology, and is required to identify innovative solutions to ensure effective and timely delivery of information systems services to the department.

- Providing oversight support of complex legacy systems in alignment with Technology and Innovations IMT practices, policies and standards.

- Identification of innovative and digital solutions and use of technology to achieve departmental plans and priorities in progressing future state of legacy systems.

- Ensuring timely and effective delivery of IMT services and program resolution to the department including development of appropriate tactical and technology roadmaps for the departments use of information technology

- Conducting business service and application health check to validate appropriate technology solutions are available for program service delivery

Types of guidance available for problem solving:

Resolution of issues may be guided by legislation, departmental policies and procedures, department business plans and strategies and outcomes of government reviews. Solution options will be in alignment with Technology and Innovations strategies and guidelines. Direction will also be provided by the Director of Modernization and IMT Unit, as well, as SSII Executive Team.

Direct or indirect impacts of decisions:

As a member of the Modernization and IMT Unit, this position contributes to the strategic and tactical direction of branch programs and services. As a support to the ministry's Executive Leadership team through MIR Leadership, this role contributes to the development and continual enhancement of IMT policies, programs, resources, IT systems, and services and the achievement of strategic and business plan goals.

- This position provides guidance on IT strategic planning, and within budgeting constraints, is accountable for the funding tracking and prioritization process for IMT opportunities.

- As directed, position will establish IT assessment standards, guidelines, policy and procedures in the department.

- Position recommends approaches to achieve effective solutions that support the department's business plans and objectives, providing guidance to internal IMT service providers, outsourcing partners and to departmental management on the use of current and legacy information technology and progressing new and emerging technologies.

- This position must be able to address all levels of internal and external stakeholders involved or affected by the delivery of information technology solutions in support of the department's programs. This requires extensive and current knowledge of technical directions, strong communication and negotiation skills, strong problem solving skills, and the ability to set appropriate policy and recommend effective use of technology.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Manager - Frequent and ongoing - Provide updates and recommendations; receive guidance as to MIR branches' directions and priorities; identify opportunities and recommend solutions.

- Other members of the MIR Branch Leadership Team including Director and Executive Director of Modernization and IMT - Frequent meetings and informal contact ongoing to ensure alignment and coordination with broad and specific issues within the division.

- Division staff - Frequent contact in meetings and informally as needed to ensure coordination and collaboration to achieve intended goals and outcomes as set by government and implementation of initiatives.

- Technology and Innovation (Internal service provider) - Frequent and ongoing - To ensure coordination and integration of initiatives affecting shared stakeholders, sharing of data to inform strategic development. Development of modernization roadmaps will be developed in consultation with Technology and Innovation, in alignment with GoA's Digital Plan and Data Strategy.

- Ministry representatives (e.g., Procurement)- Frequent and ongoing - Resolve issues; exchange information; and collaborate on initiatives

- Other ministries - As required - to ensure coordination and integration of initiatives affecting shared stakeholders, sharing of data to inform strategic development.

External

- Province-wide stakeholder organizations including police services - contact as required to obtain data and share information.

- Albertans that interact with PSES programs and services - Obtain feedback and data in collaboration with PSES business divisions.

- Consultants and contractors that report to this position, or are provided by IT service delivery.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Engineering	Business	Project Mgmt

If other, specify:

A Degree in Computer Science, Information Technology, Engineering or other related discipline

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

A University degree in Computer Science, Engineering, Mathematics, or a related field. Minimum of four (4) years experience in Information Technology and systems architecture

University graduation in a field related to the position assignment, supplemented by 4 years progressively responsible experience. Related experience or education may be considered as an equivalency on a one for one basis.

Skills required:
- Consultation, interpersonal, and facilitation skills to consult, negotiate, and resolve conflict with senior representatives and stakeholders having often widely varying perspectives, expectations, requirements, and priorities.

- Influencing skills to promote innovation, build consensus, motivate others to accept and adopt innovative concepts and approaches, and lead teams.

- Interpersonal and negotiation skills to support and advance emerging technology decisions and priorities.

- Business Relationship management skills to develop and maintain collaborative working relationships within the Division, across the Ministry, and with stakeholders.

- Critical, analytical, research, and problem solving skills, including ability to analyze complex issues and information, determine risks, identify options, and make decisions in alignment with strategic and business plan goals.

- Organizational change and transition management skills and leads effectively within a complex organization and continually changing business environment.

- Business skills and knowledge of business unit functions and department processes is important as this

is a "one of" position and must be able to handle a breadth of knowledge.

- Political acumen in terms of small p political to navigate various stakeholders and drive our processes forward

- Good listening and consultative skills and patience required to help clients in a very positive manner.

- Ability to observe and assess situations to identify training needs of staff.

- Good time management, multitasking and organizational skills in order to handle a multiplicity of tasks simultaneously, including longer-term, complex tasks, as well as, ad hoc immediate requests.

- Knowledge of business processes and strong analytical and problem-solving skills in order to effectively develop creative solutions to meet clients 'needs.

- Ability to gain knowledge of existing applications quickly. Understand good application design, good security practices and administration needs.

- Top level skills in desktop products in order to support all users in Microsoft products. Skills are needed to be able to exploit productivity features of these products, and train users.

- Capability to research, learn quickly and adapt to new technologies

Work experience required:
- User-centred service design of program delivery

- Collaboration with multiple technology service providers

- Familiarity with outsourcing agreements.

- IMT strategic and operational planning.

- Re-engineering of business processes.

- Quality assurance of information technology plans.

- Relationship Management and demand management

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	Digital delivery and transformation will involve systemic design changes and communication with stakeholders and alignment with government wide strategy. • Implement and maintain PSES' modernization roadmap and provide simple, modern and accessible digital service across PSES' main service offerings to clients, staff, and service providers.

			• Considers and plans for how current policies, processes and methods might be affected in the short, medium, and long-term by broader trends.
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	• Required to form and maintain working relationships and partnerships with Technology and Innovations, within PSES, and partner Ministries • Responsible for working with leadership teams, IT partners, and contractors
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • 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	• Collaborates effectively with IT partners, delivery and program areas, branch colleagues. • Promotes positive conflict resolution by identifying issues and facilitating discussion for consensus decision-making
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • 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	• In assessing legacy systems and architecture changes, there will be a need for strong and consistent approaches to move forward with the digitization and modernization of products and services and ensuring the needs of the users are met. • Understand processes and decision structure

			to progress solution development
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	Utilizes change management practices to ensure impact assessments are comprehensive • Evaluates impacts to multiple systems, processes and user in the implementation of new technologies • Creates risk mitigation plans and builds awareness of potential impacts

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

513SA10 - Senior Business Intelligence Analyst 512SA04 - Team Lead, Acceptance & System Testing

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.

Vacant

_____   _____   _____
                                     Date yyyy-mm-dd

_____   _____   _____
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