

## 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:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

Reporting to the Environment Infrastructure Management System (EIMS) Manager, the EIMS Support Analyst is responsible for ensuring that the computer systems and applications administered by Water Infrastructure and Operations Branch (WIOB) are operational and appropriately maintained to meet user needs. This position assists in the implementation, maintenance, administration and support of those applications in a customer service oriented manner.

## Responsibilities

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

### **1. Ensure that computer system and application software is monitored and maintained to meet operational needs and comply with Government of Alberta policies and goals.**

#### Activities

- Implement regular system and process checks to monitor software performance.
- Develop and maintain a reference library of support documentation.
- Follow and implement Government of Alberta security and business continuity policies, practices and protocols.
- Administer Government of Alberta information technology requests for server management and software updates.
- Monitor data quality and provide ad hoc data fixes as necessary.
- Troubleshoot, collaborate and coordinate with colleagues and software vendors to resolve bugs and issues.
- Troubleshoot, collaborate and coordinate with software vendors and Government of Alberta information technology services to resolve bugs and issues, implement software updates and enhancements, implement data migration, and maintain servers.

### **2. Provide application support to users.**

#### Activities

- Respond to user requests and issues in a respectful, timely, thorough, and succinct manner.
- Communicate with others in a clear and effective manner.
- Document issues and requests to assist with troubleshooting, drafting change requests and monitoring for reoccurring issues.
- Develop and deliver user training as requested or necessary.
- Document user requested improvements for prioritization.
- Run SQL queries as required or requested.
- Administer user accounts within EIMS, Canary and other applications as required.

### **3. Participate in the ongoing enhancement and development of EIMS, Canary and other software applications.**

#### Activities

- Lead working groups and/or participate on committees or project teams to gather system requirements for the enhancement or development of applications.
- Provide consultation/assistance and testing during major production upgrades and development projects, including

the design of appropriate business test cases and the documentation of test results.

- Liaise with the EIMS Manager, other support resources and vendors responsible for migrating the program through various environments.
- Identify and report related program issues and problems, as required.
- Identify and proactively raise recommendations and suggestions to improve system efficiency and effectiveness.

#### **4. Provide support to the GIS interface with EIMS.**

##### Activities

- Monitor and ensure the system is functioning properly.
- Troubleshoot, collaborate and coordinate with colleagues, Alberta Geospatial Services Platform staff and Government of Alberta information technology support personnel as required to determine the cause of issues and implement remedies.
- Configure system enhancements to provide additional functionality to the interface. This is done in consultation with the customer needs and requirements.

#### **Problem Solving**

Typical problems solved:

- Reporting to the Manager, EIMS, the Support Analyst is responsible for monitoring all components of branch systems and applications, reacting to issues, providing assistance in the business use of the applications, providing or organizing user training, leading maintenance project working groups, and liaising with the Government of Alberta information technology support team.
- The computer systems and applications this position is responsible for include but are not limited to:
  - a) Environment Infrastructure Management System (EIMS) - a critical asset management and regulatory tracking system. EIMS is used to track over \$12 billion (2025) worth of provincially owned water management assets operated and maintained by Alberta Agriculture and Irrigation (AGI). EIMS is also used by Alberta Dam Safety to track regulatory processes and compliance, and Alberta Environment and Protected Areas (EPA) for tracking emergency response assets, air and water monitoring equipment, and flood mitigation projects.
  - b) Canary Systems MultiLogger Suite - a geotechnical instrumentation database. This application is the main system used to store, analyze and monitor geotechnical instrumentation data for dams owned and operated by AGI.
  - c) Microsoft 365 is used by the Government of Alberta. AGI and WIOB are transitioning to using Copilot, SharePoint Online, OneDrive, and Teams for business operations.
  - d) Dam Safety Regulator Portal - an EIMS interface for private dam owners.
  - e) Other specialized software used by branch staff include ArcGIS Pro and GeoStudio.
- The largest user group and most complex EIMS programs belong to the Water Infrastructure and Operations branch within the Agriculture and Irrigation ministry. Other user groups include specialized teams in the Environment and

Protected Areas ministry, and private dam owners.

- Environment Infrastructure Management System (EIMS) is classified as being critical to the operation of Water Management Operations. In the event of a flood situation or a dam failure the system MUST be available to staff. This position will be an integral part of the team to ensure system availability. EIMS is also used by the Dam Safety Team for the inspection and regulation of all publicly and privately owned dams throughout the province.
- Work varies between routine tasks and unique user requests that require analysis and troubleshooting.
- Help desk support, application maintenance and enhancement activities are ongoing. The incumbent is expected to train and support EIMS team members and application users on changes and new functionality as a result of enhancement projects.
- Projects assigned vary from small fixes to major enhancements, with time frames from 1 day to 3-4 months in duration. Help desk support call frequency varies throughout the year and may increase following the implementation of major projects.

Types of guidance available for problem solving:

Documentation and vendor support is available. Developing networks with branch colleagues and other Government of Alberta staff will be essential.

Direct or indirect impacts of decisions:

The decisions made by this position directly affect the day-to-day operability and staff use of the computer systems and software applications.

### Key Relationships

Major stakeholders and purpose of interactions:

Interact daily with,

- the EIMS technician and EIMS Manager for the purposes of collaborative problem solving and delegation of work,
- branch staff and application users for the purposes of providing information and support.
- vendors for the purposes of application maintenance and support.

Interact occasionally with,

- Government of Alberta information technology support staff for the purpose of receiving support.

### Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Other

2nd Major/Minor if applicable

Other

Designation

Other

If other, specify:

computer systems, information technology, or a related field

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

This position requires a post-secondary degree or diploma in computer systems, information technology, or a related field in order to provide effective system support, testing, data management and project management.

This position requires knowledge and experience with Oracle, PL/SQL, SQL, ArcIMS, database reporting tools,

Microsoft 365, SSRS Reporting, Python, Microsoft Excel, HTML, Power BI, and programming principles, techniques, practices and logic. Knowledge of detailed and complex business functions, processes and rules associated with the EIMS application would be beneficial.

This position requires strong problem-solving skills in order to analyze technical, complex systems inquiries; and provide solutions to address customer needs and system requirements expeditiously.

This position requires well developed interpersonal skills for clear and effective communication to explain and address program/system requirements to users and staff with varying degrees of systems expertise.

This position requires strong organizational skills to simultaneously coordinate multiple projects with tight timelines.

Knowledge of water management infrastructure such as dams and canals is 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	Success relies upon being able to move in and out of a detailed view and big picture view of systems and workflows.
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"> <li>• Identifies key stakeholder relationships</li> <li>• Has contact with range of interested parties</li> <li>• Actively incorporates needs of a broader group</li> <li>• Influences others through communication techniques</li> </ul>	Success relies upon collaboration and knowing who to contact and when to understand, troubleshoot and reconcile problems.
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"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed</li> </ul>	Success relies upon working independently to provide exceptional customer oriented service, complete tasks, and achieve desired outcomes.

