Ministry

Jobs, Economy, Trade and Immigration

Describe: Basic Job Details

Position Name (200 character maximum)

Business Process & Automation Specialist

Requested Class

Program Services 3

Job Focus

Corporate Services

Supervisory Level

00 - No Supervision

Organizational Structure

Division, Branch/Unit

Strategic Performance and Innovation

Supervisor's Position Name (30 characters)

Op Excellence & Digital Transf

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Ministry of Jobs, Economy, Trade, and Immigration (JETI) focuses on growing and diversifying Alberta's economy, attracting and developing a skilled workforce, and ensuring safe, fair, and healthy workplaces. The ministry's responsibilities include supporting Alberta's entrepreneurs and employers, promoting trade and investment, and assisting with workforce development

The Strategic Performance and Innovation (SPI) Branch is established as part of the Finance and Corporate Services division to strengthen corporate performance, efficiency, innovation, and accountability by integrating data, technology, service design, and change management expertise to enable evidence-based decision-making and continuous improvement across the department.

Reporting to the Manger, Operational Excellence and Digital Transformation, this role is responsible for analyzing and documenting business processes, identifying inefficiencies, and recommending technology-enabled solutions aligned with organizational priorities. The position leads initiatives that incorporate artificial intelligence, cloud computing, and business process mapping to enhance efficiency, accuracy,

and service delivery. The role ensures measurable outcomes through the collection and analysis of operational data, benchmarking performance, and evaluating the impact of implemented solutions.

This role collaborates across technical and business teams to support the identification, implementation, and integration of automation tools and digital transformation technologies. It provides guidance and advisory support to program areas during and after the roll out of process improvements, ensuring long-term sustainability and alignment with strategic goals.

Responsibilities

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

Operational Excellence

- Support cross-functional operational excellence projects focused on improving operational efficiency, quality, and scalability.
- Facilitate process documentation sessions with business stakeholders to document current state processes and identify inefficiencies, redundancies, and improvement opportunities.
- Support the Operational Excellence Advisor to conduct service design workshops.
- Apply structured operational excellence methodologies (e.g., Lean Six Sigma) to identify opportunities for process improvement and automation.
- Aid in the collection, analysis, and visualization of project-related data to establish baselines, measure process performance, and track improvement outcomes to inform continuous improvement and strategic decision-making.
- Deliver operational excellence training.
- Promote a culture of continuous improvement by coaching teams on Lean principles and process thinking.

Technology Integration

- Identify and implement opportunities for automation or, where required, collaborate with technical teams (e.g., Robotic Process Automation Center of Excellence, Technology and Innovation, etc.) to implement process automation solutions.
- Apply expertise in artificial intelligence and cloud computing to modernize business processes and enhance operational efficiency.
- Provide expert advice on the adoption of technology and technical solutions.
- Facilitate adoption of digital technologies by coordinating implementation efforts across program areas and providing ongoing advisory support.
- Monitor and evaluate the effectiveness of technology integrations, ensuring measurable improvements and sustainable outcomes.
- Develop and maintain performance databases.
- Ensure management is aware of opportunities that may be considered for inclusion on the digital strategic roadmap.
- Stay current on emerging trends and tools in intelligent automation.

Stakeholder Engagement

- Collaborate with IT and innovation partners to implement automation tools and digital transformation initiatives (e.g., RPA, low-code platforms) aligned with organizational goals.

- Provide ongoing advice and support to program areas following the implementation of process improvements and technologies.

- Facilitate effective communication and coordination with stakeholders to ensure alignment of business process changes and operational objectives.

- Collaborate with Corporate Performance Data, Analytics and Evaluation team to build and maintain performance dashboards.

Program development

- Contribute to the creation of program management frameworks that guide the implementation of tools and technologies.

- Leads change and training strategies for new initiatives.

Problem Solving

Typical problems solved:

As a Business Process & Automation Specialist, the types of problems solved typically involve inefficiencies, redundancies, and manual tasks within existing business processes. These include time-consuming data entry, fragmented workflows, inconsistent data collection methods, and lack of real-time information sharing across program areas. By analyzing current operations, mapping workflows, and identifying bottlenecks, the role helps uncover root causes of inefficiency. The Specialist then proposes streamlined solutions—such as automation, cloud integration, or AI-assisted tools—to enhance accuracy, reduce turnaround times, and support evidence-based decision-making.

Additionally, this role addresses challenges related to change management and system adoption by providing ongoing guidance and support post-implementation. For example, after deploying a new automation tool, the Specialist ensures that staff understand and use it effectively, and that the technology continues to deliver measurable improvements. Problems related to data visibility, compliance tracking, or lack of integration between systems are also common and are solved through the development of program frameworks, continuous outcome tracking, and collaboration with IT and innovation teams.

Types of guidance available for problem solving:

Employees or management may resist new processes, process changes, or automation due to fear of job loss, lack of trust, or discomfort with new systems.
Mitigation: Maintain optimism throughout stakeholder interactions and foster persuasion skills, clearly articulating how process changes and automation will enable staff and team members to be more successful in their roles and for the benefit of the larger team (e.g., reduced workload, fewer errors, etc.). Be aware of sensitivities that may be intrinsic to certain stakeholders and processes.

If existing processes are undocumented or inefficient, automation efforts may fail or worsen inefficiencies.
Mitigations:
- Conduct process mapping (e.g., SIPOC, Swimlane mapping) to document workflows.
- Identify bottlenecks and redundancies before automation.
- Standardize processes first, then automate.

Leadership may expect immediate results or believe automation can solve all inefficiencies.
Mitigations:
- Set realistic timelines and expectations upfront.
- Educate stakeholders on incremental improvements.
- Provide regular progress updates with data-driven insights.

This role may encounter difficulty driving deadlines on projects that may not be a priority for staff and ensuring engagement as required.
Mitigation: Understand competing priorities for various divisions and how they may link to projects. Be aware of

concurrent deadlines and set expectations and urgency with stakeholders as required.

Direct or indirect impacts of decisions:

Decisions made in the role of a Business Process & Automation Specialist have both direct and indirect impacts. Directly, these decisions influence how efficiently programs operate by streamlining workflows, reducing manual tasks, and improving data accuracy and access. This leads to immediate improvements in service delivery, turnaround times, and resource allocation. Indirectly, the decisions support long-term cultural and organizational change by promoting innovation, enhancing staff capacity through technology adoption, and enabling data-driven decision-making across the ministry. Over time, these changes contribute to improved public trust, accountability, and better outcomes for stakeholders.

Key Relationships

Major stakeholders and purpose of interactions:

The Business Process & Automation Specialist regularly interacts with a variety of stakeholders to ensure successful process improvements and automation initiatives. Major stakeholders include program area managers and staff, who provide operational insights and collaborate on identifying pain points and improvement opportunities. Close partnership with information technology and innovation teams is essential for implementing technical solutions, integrating new tools, and addressing technical challenges. Additionally, engagement with data analysts and performance measurement specialists supports data collection, analysis, and tracking of outcomes. The Specialist also works with change management and training teams to facilitate smooth adoption of new processes and technologies. These relationships are vital for aligning initiatives with organizational goals, ensuring practical implementation, and achieving lasting benefits. The Business Process & Automation Specialist also works closely with the Operational Excellence Advisor.

Required Education, Experience and Technical Competencies

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

If other, specify:

Lean Six Sigma Green Belt

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

Candidates for this position must have demonstrated experience in analyzing and mapping business processes, identifying areas for operational improvement, and implementing automation or digital solutions within complex organizational environments. The role requires a proven ability to collaborate with cross-functional teams, support change management efforts, and ensure the successful adoption of new tools and technologies. Experience within government or large-scale public sector operations is considered a strong asset due to the complexity of systems and stakeholder involvement.

A high level of technical proficiency is required, including experience with process mapping, workflow automation platforms, cloud computing, and data analysis tools. Candidates must have a strong understanding of how to apply artificial intelligence and automation technologies to improve operational efficiency and service delivery. Knowledge of operational excellence principles is essential to drive sustainable and high-impact improvements.

Formal training in process improvement methodologies, change management practices, and project delivery frameworks is highly beneficial. Lean Six Sigma Green Belt certification is preferred, demonstrating the candidate's ability to lead data-driven improvement initiatives. A commitment to continuous learning and development in the areas of digital transformation, automation, and emerging technologies is expected to stay effective and relevant in this evolving role.

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	○ ◉ ○ ○ ○	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences	The Business Process & Automation Specialist understands how different parts of the ministry's operations connect and affect each other. They consider the wider impact of process changes, working with teams to ensure solutions integrate well and support strategic goals. This demonstrates a strong ability to think systemically and drive sustainable improvements.
Creative Problem Solving	◉ ○ ○ ○ ○	Is open to new ideas and breaks problems down to identify solutions: • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems	The Business Process & Automation Specialist applies advanced creative problem-solving by proactively identifying root causes and designing innovative automation and digital solutions. For example, they may develop custom AI tools to extract data from unstructured reports, reducing manual work and errors. They anticipate future needs, adapt to evolving technologies, and lead change through experimentation and forward-thinking approaches.
Drive for Results	◉ ○ ○ ○ ○	Actively sets goals and remains open to advice on reaching them: • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system	The Specialist consistently takes initiative to achieve high-impact results. They set clear goals, overcome obstacles, and drive complex automation projects to completion on time. Their focus on continuous improvement and measurable outcomes ensures lasting benefits for the ministry.
Build Collaborative Environments	○ ◉ ○ ○ ○	Facilitates open communication and	The Specialist actively fosters strong

		leverages team skill: • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others	partnerships across teams and departments. They encourage open communication, share knowledge freely, and bring diverse groups together to achieve common goals. Their leadership creates a positive, inclusive environment that drives collaboration and successful project outcomes.
Develop Self and Others	◉ ◯ ◯ ◯ ◯	Develops own career and reduces barriers for others: • Creates development plan with supervisor and seeks feedback • Reflects on performance to identify areas of improvement • Offers knowledge and insight to others • Supports career development of direct reports	The Specialist consistently prioritizes both personal development and the growth of others. They eagerly embrace new learning opportunities, share insights generously, provide supportive feedback, and mentor colleagues to enhance team performance and foster a culture of continuous improvement.