

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

Reporting to the Manager of Office Services, this position oversees the end-to-end delivery of Government of Alberta (GoA) Photo Identification and Building Access Card Services (BACS). Serving a diverse stakeholder group—including GoA ministries, agencies, boards, and commissions—this role ensures the effective administration of services offered through Financial and Administrative Shared Services (FASS).

As the primary business expert and promoter of GoA Photo ID services (accessible via Xnet), the incumbent functions independently to manage the daily production and distribution of approximately 4,000 identification cards annually. This includes specialized IDs for employees, contractors, Designated First Nations Agencies (DFNA), etc.

Additionally, the role provides critical administration for BACS across approximately six Edmonton-area buildings. Utilizing specialized access software, the incumbent manages access groups and card inventories while providing vital internal and external reporting.

A key focus of this role is the continuous assessment of systems and documentation to recommend improvements that enhance security, efficiency, and service delivery.

Responsibilities

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

GoA Photo Identification:

End Result: GoA Identification Cards are produced in an efficient, timely and secure manner. Using trusted and appropriate authorized ID cards, confidence is maintained in the security of government assets, personnel and information.

This position achieves these outcomes by planning and administering this service, by interacting with users and various stakeholders and by directly producing and overseeing the production and distribution of ID cards. This includes the following:

Business Role:

- Support the GoA ID Card component of the current card database and Xnet (or equivalent) application.
- Maintain the current card database and Xnet (or equivalent) application to support the GoA ID Card production processes including ID Card Types, templates, etc.
- Identify user issues to the Application Service Provider of Xnet (or equivalent) application.
- Provide analysis, advice, input, monitoring and testing of the current performance and future upgrades of the GoA ID Card component of the current card database and Xnet (or equivalent) application.
- Participate in User Acceptance Testing (UAT) of all changes to the applications. Identify potential system conflicts and provide potential system solutions for review and approval by vendor for implementation to the current card database and Xnet (or equivalent) production environment.
- Work with the Service Alberta and Red Tape Reduction (SARTR) Reporting Team to define reporting requirements.
- Execute reports to support inventory/data requirements for performance management metrics as required.
- Identify new GoA entities that should be granted access to the GoA ID Card component of the current card database and Xnet (or equivalent) application.
- Provide unique GoA Identification Cards to ministries requiring specialty card types.
- Maintain and update business documentation as required.
- Support system security requirements by following business processes that have been developed and implemented to mitigate security risks.

Customer Service

- Using required administrative rights to update the current card database and to provide assistance to users and stakeholders.
- Work with various stakeholders on the development and design of unique, job-related ID cards, as some users require specialty card types. These unique card types are used by users to enforce definitive acts and legislations (e.g. Forestry and Agricultural Acts, Child and Family Authority Acts, Occupational Health and Safety Acts, Visually Impaired and Service Dog Acts) within the GoA and Public Sector.
- Work with stakeholders to ensure all process data is current and up to date, as ever-changing data is a regular occurrence.

- Liaise with stakeholders to on-board new ministries, or update any changes required, within the current card database and Xnet (or equivalent) application.

Building Access Card Services:

End Result: Building Access Cards are created and distributed in an efficient, timely and secure manner. Consequently, government assets, worksites and information are more secure.

This position achieves these outcomes by providing the following:

Business Role:

- Ensure requests for access cards are in accordance with procedures and are from an authorized source.
- Activate, deactivate, edit and maintain individual access card records within the various card system applications (e.g. Lenel, Facility Commander, Access Card 3000, etc.).
- Build and maintain detailed access groups within various Building Access Cards systems.
- Travel to off-site locations when required to provide support and troubleshoot when remote access is unavailable.
- Provide detailed statistical reports on the volumes of building access cards issued, deactivated and changes per ministry for performance management metrics.
- Provide recommendations and support to Management/Team Lead regarding required changes or updates to the guidelines or procedures related to building access cards to maintain effectiveness and improve efficiencies.
- Manage the secure import and synchronization of data files using various file transfer protocols to ensure record accuracy across systems.
- Ensure all processes and card designs comply with corporate identity, security, and privacy policies by consulting with appropriate GoA authorities.
- Execute assigned tasks and complex projects by applying a deep functional understanding of the end-to-end identification and access system architecture.
- Attend training sessions when required.

Customer Service

- Meet with ministries to ensure the floor access, access times and proposed restrictions on building access cards and card readers adhere to GoA standards, regulations and policies. Update and edit floor plans to indicate reader locations for all floors within various buildings. Maintain time zone and access restrictions imposed on specific readers.
- Clearly communicate building access card processes to all Ministries/Site Contacts in the buildings supported by Building Access Card Services.
- Liaise and maintain working relationships with the various Security Teams for all buildings which fall under the Business Access Cards Services administrative responsibilities.
- Liaise with stakeholders who lack direct system access to facilitate the processing of identification and building access requests.
- Administer database connections to configure and design credential templates, ensuring seamless

integration between request databases and production software.

- Lead the design and implementation of unique identification and access requirements that fall outside standard production parameters.

Training:

- Mentor new staff and provides ongoing technical guidance to team members as required.

- Leverage diverse communication channels (e.g., e-mail, Microsoft Teams, phone) to provide high-level problem-solving and technical support to users and stakeholders.

- Provide comprehensive instruction and direction to internal and external users province-wide. Guide stakeholders through the application and request processes for both identification and building access services.

Diversity/Creativity:

- Complete complex tasks through comprehensive knowledge and understanding of Identification and BACS products/services delivered by a variety of internal/external stakeholders and determines how these products can be applied to meet GoA needs.

- Lead User Acceptance Testing (UAT) for application enhancements and vendor-provided hardware or software to ensure the final product delivers maximum effectiveness and operational efficiency. Demonstrate agility in identifying potential system issues and recommending solutions that align with office requirements.

- Creativity plays a major role in the design and configuration of the identification cards when clients request new card types.

- Research emerging products and technologies, analyzes client needs, and formulates options for the continuous improvement of ID and access card services.

- Utilize design standards and functional programming concepts to maintain and enhance the current database and application software environments.

- Source and analyzes data to support the development of business cases for service improvements or system upgrades.

Problem Solving

Typical problems solved:

This position interacts with users and service providers at all levels, supporting the GoA departments, agencies, boards and commissions, as well as private contractors and government vendors. Having a full understanding of all systems/technologies, this position must have a comprehensive understanding of the mandates and business activities of GoA ministries, users, stakeholders and vendors, which results in the need for strong analytical and interpersonal skills, and the ability to collaborate effectively with all clients.

Types of guidance available for problem solving:

This position works independently within established guidelines and practices to determine priorities. Exercising judgment when considering the most appropriate procedure to follow depending on the situations encountered, such as developing solutions, recommendations, and prioritizing responsibilities to meet deadlines. For matters of significant impact, possible solutions would be determined and then discussed with the Manager.

Direct or indirect impacts of decisions:

Internal/External Impacts:

- This job supports Government of Alberta departments, agencies, boards and commissions as well as private

contractors and government vendors.

- Administers GoA ID Cards for approximately 4000 users per year.
- Administers/upkeeps Building Access Cards for over 5000 users.
- Creates positive partnerships with various vendors such as DataCard Alberta, Chubb Edwards, Convergent, and other service providers.
- Engages with internal and external stakeholders such as service providers (vendors), dealers, client ministries, and operational areas to gain consensus on aligning solutions with outcomes and resolving competing priorities. Poor engagement can affect relationships, operational efficiencies and government reputation.
- Appropriate creation of new classes of security cards and adherence to GoA security policies and protocols minimizes risk to government information and assets.

Key Relationships

Major stakeholders and purpose of interactions:

Internal Stakeholders:

- Collaborate and consult regularly with partner ministries to ensure seamless service delivery, operational consistency, and alignment with strategic objectives.

External Stakeholders:

- Engage with third-party building management teams to maintain effective service delivery, ensure operational coordination, and support strategic initiatives.

Vendors:

- Confirm required updates to on-site hardware and software applications, verifying compatibility with current government technology standards.

Various Committees/Work Groups/Project Groups:

- Identify issues or changes required within the current GoA ID Card application; assisting with troubleshooting issues; tests proposed solutions and signs off on recommended solutions.
- Support technology initiatives by participating in UAT testing of the GoA ID Card functionality in the event of enhancements or hardware/software upgrades to ensure no impact to end users.
- Define reporting requirements and validate the data reflected in the reports.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

Plus, three (3) years related administrative experience

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

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

- one year of experience for one year of education or one year of education for one year of experience.
- Demonstrate well developed oral and written communication skills to effectively communicate with clients and vendors to comprehend the needs of the clients and convey clear concise messages.
- Demonstrate strong client relations skills to develop and maintain effective working relationships through consultation and negotiations.

- This position requires knowledge and experience with identification and building access card technology products and services and must stay abreast of technology developments and the applications of these developments.
- A strong knowledge of government policies, procedures and processes relating to ministry identification and building access requirements.
- Knowledge of various computer software programs (Microsoft Office/M365) at an advanced level acquired through related education or a combination of education and experience.
- Experience with diverse building access card systems such as Summit System, Facility Commander, Card Access 3000, and Lenel Operating Systems.
- Ability to learn and utilize new software applications into daily workflow and assist others in their use.
- Ability to adapt and respond to change positively.
- Well-developed analytical, time management, decision-making skills and the ability to demonstrate initiative.
- Strong coordination and organizational skills to assess user requests, prioritizing and meeting deadlines for multiple requests for users across the GoA.
- Ability to read, comprehend and manipulate reported data, using programs such as Excel, and other analytical tools.
- Knowledge and understanding of the departments business plan and objectives.
- Understanding of GoA security and risk management frameworks to ensure compliance and mitigate potential risks in identification and access card processes.
- Strong interpersonal skills to consult with various users and stakeholders throughout Alberta.

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		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	<p>This position must be poised to respond to changing expectations and deal with ever changing updates. High volume, specialty requests, etc., are a constant and the ability to readjust/update systems quickly are important to the day to day workings of this position.</p>

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	<p>This position is responsible for seeking mutually beneficial outcomes, while maintaining mandates/ requirements. Using creativity and past experience, they must understand the desired outcome from all clients, while ensuring GoA Standards are met.</p>
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"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	<p>As this job supports Government of Alberta departments, agencies, boards and commissions as well as private contractors and government vendors, engaging with internal and external clients is key.</p>
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"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	<p>Performing day to day tasks in a timely matter, and ensuring all deadlines are met are a must. Working as an individual and collaborating as a team to ensure all client needs are met, systems are up to date, and working as a whole to improve the processes and grow the team.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)