Alberta ♪

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Update

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

Lead Endpoint Analyst

Current Class

Job Focus

Supervisory Level

Business Unit   Dept ID   Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position Number   Supervisor's Working Title (30 characters)   Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Technology Support and Operations Division uses a one-government approach to Information Management and Technology (IMT) governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual business partner needs. This broader lens facilitates enhanced data sharing, collaboration, reduction in data duplication and innovation support to ensure effective IMT solutions and service delivery across the government to provide better services to Albertans.

Reporting to the End User Computing (EUC) Manager, the Lead Endpoint Management Analyst plays a pivotal role in the administration and oversight of the Microsoft Intune platform, ensuring the effective management and security of end-user devices across the Government of Alberta (GoA). This position is essential in maintaining the integrity and functionality of mobile devices, Windows computers, Azure Virtual Desktop (AVD), and MacBooks within the organization. By providing technical support, ensuring compliance with security policies, and leading innovative projects, the Lead Endpoint Analyst contributes to the overall efficiency and productivity of the GoA's workforce.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

General:

· Provide overall service management and administration for Microsoft Intune Endpoint Management including guidance on the roadmap.

· This position requires extensive experience with creativity, problem solving and solution architecture.

· This position works with minimal direction, applying good discretion when making decisions. Considerable latitude is afforded the position when making decisions, recommendations, planning, initiating and completing work based on GoA business expectations and technology requirements.

· Requires a deep level of industry experience relating to Microsoft Intune Management, along with strong analytical capabilities.

· Actively participate in the Province's transition project from the current SCCM platform to Intune, ensuring the transition reflects the needs of the WaaS service.

· Ensure services conform to the Province's requirements, including security, audit, and regulatory compliance

· Configure and deploy Mobile (Android and Apple), Windows and MacOS devices, including enrollment, decommissioning, and alignment with the GoA device lifecycle.

· Provide expert technical support and guidance to end-users, addressing and resolving complex issues related to device management.

· Identify opportunities for innovation and improvement in device management practices, contributing to the overall enhancement of IMT solutions and service delivery.

Service Operations Ownership:

· Leads the monitoring and assignment of ticket queues including Incident, Service Request, and Consultation requests.

· Leads end-to-end service review meetings covering performance, continuous service improvements, service improvement plans and service quality assurance of service components.

· Pro actively monitors end user experience measures, solicit business partner feedback and keep the pulse of the overall endpoint service performance.

· Leads ownership of major incidents related to endpoint and providing effective communication to stakeholders.

· Ensuring that the service catalogue and knowledge base information for endpoints is always up to date and relevant.

· Creating and maintaining a communications plan for the operations of endpoint management and service transformation activities.

· Leading the overall planning, coordination, prioritization, scheduling, and quality control of operational activities of the teams.

· Escalation point for the endpoint management team to address obstacles, provide guidance, and ensures operational excellence.

· Appraise Manager of any escalations and issues that need addressing.

Service Evolution

· Support coordination of continuous service improvements for services and service components within the endpoint management service portfolio and acts as a user experience advocate when working with stakeholders.

· Collaborating on the development and maintenance of a service roadmap for the endpoint management service in collaboration with service component providers focusing on business/user capabilities of the service.

· Support service owners/managers and service providers to understand their service improvement plans,

roadmaps and impacts to the overall endpoint management service.

· Oversight that service improvements don't impact the business partner's experience with the service and that the business partner is represented within improvement plans.

· Oversight that the endpoint management service matures and transforms to align to the needs of the business partner within the GoA.

· Support actions relating to improvements are followed through to completion in a timely manner.

· Support development and execution on plans that drive innovative solutions.

Service Level Management

· Support development, maintenance and reporting on key service metrics focusing on the measure of user experience with services.

· Support development and execution of Service Level improvement plans.

· Manage and maintain vendor support contracts for endpoint management services ensuring Service Level Agreements are being maintained.

Staff Leadership

· Lead staff and contractors to develop, support, and deliver endpoint management service.

· Provide technical and personal development to junior endpoint management analyst.

· Coach team members for performance, training, and motivation to ensure effectiveness and efficiency.

· Develop and maintain a client-centric approach within the team.

· Responsible for performance evaluation, recognition, and other HR-related activities.

Problem Solving

Typical problems solved:

The position regularly faces complex technical problems that need to be solved. These are resolved by depending on a strong technical background, creativity, technical knowledge, and by researching and/or consulting with other technology experts across the GoA. These are wide ranging problems affecting business areas across all ministries in the GoA.

Leading and facilitating the creation and implementation of partnerships within the Division on varied initiatives which impact the EUC service delivery. Situations are generally unstructured and require creative approaches to problems and challenges. The position must frequently modify approaches and come up with creative new solutions (e.g. developing plans, designing new services or systems, forecasting industry trends).

The Lead Endpoint Analyst position regularly encounters scheduling and prioritization problems. Resolution requires a broad understanding of GoA priorities and consultation with all ministries and business areas in the GoA, as timing of work and priorities can have broad impact across the GoA.

Types of guidance available for problem solving:

The Lead Endpoint Analyst reports to a manager who can be called upon for assistance and escalations related to people, priorities, scheduling, and coordination with vendor teams. Management input can be sought to help with challenging situations and to provide advice and support. The position is responsible for presenting solution options to management for decision-making.

The Lead Endpoint Analyst considers risks and potential impacts by utilizing previous knowledge and experience, past precedents and practices, and collaboration and guidance from their network of contacts and other Leads across the division and ministry.

The position seeks continuous improvement through tools such as surveys and by utilizing networks to understand upcoming threats, risks, and opportunities. Guidance for GoA strategic direction and priorities is sought from the Senior Manager. Critical escalations or communications can leverage Director level or higher as required.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:
- Continuous improvement of the endpoint management service to ensure a supportable and viable foundation to deliver services that are cost effective and secure across the GOA, enabling our ministry partners to deliver mandated programs to Albertans.
- Establishing and maintaining strong relationships with the contracted vendors, directly relating to the GoA reputation within the vendor community.

Internally, the work of this position impacts:
- Operational direction and results achieved of the endpoint management service.
- Operational direction and results as part of the Service Desk and User Services leadership team.
- Realization of branch priorities and outcomes through continuous improvement and delivery of endpoint management services to the GoA.
- Creation of efficiencies in the delivery and operation of endpoint management services consumed by all government staff. These efficiencies will help drive down costs and improved stakeholder experience.
- Ongoing access, availability and functioning of employee productivity tools to underpin business operations across the GoA.
- Continued risk mitigation and avoidance through a consistent process for risk identification and awareness.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Manager - Daily or weekly interaction for Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- End User Computing Team - Provide direction and expertise related to the endpoint management services; enhance understanding of strategic initiatives and business opportunities; contribute to planning and managing resources to meet requirements of initiatives; support development of skills and capacity; provide oversight of day-to-day activities, issue management and support adaptation through transformation and change.
- TSO Staff and Other IMT Divisions - Common service needs, endpoint issue resolution, endpoint Development, resource allocation, endpoint solution or enhanced capacity proposals, service management framework, endpoint management service development and design, endpoint service management, endpoint service catalogue management.
- GoA ministries/users - Main recipients of endpoint management services, creating strategic partnerships to ensure services meet user expectations, are use centric and are improved based on user experience with the service.
- Program/Operations - Facilitate and/or co-chair meetings, provide updates, direction, discuss issues, actions for programs/projects.

External
- Vendors - endpoint management issue resolution, endpoint service development, resource allocation, endpoint management solution or enhanced capacity proposals. Vendor and contract management.
- Agencies Boards and Commissions - Recipients of endpoint management services , provide consultation, advice and recommendations; respond to concerns and inquiries; collaborate on collaborate on strategic and tactical solutions to develop a framework; resolve issues; maintain integrity of service delivery environment.
- Other Jurisdictions - Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computer Science or Management Information Systems or equivalent

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

SA3 Minimum Recruitment Standards apply:
University graduation in computer science or a related discipline plus four years related experience; or equivalent as described below.
Equivalency: A related two-year diploma in computer technology or a related discipline from a recognized post-secondary institution and six years related experience; or a related one-year certificate from a recognized post-secondary institution and seven years related experience.

Technical Competencies, certification and/or training
· Microsoft 365 Certified: Endpoint Administrator Associate Certification or equivalent experience/training.

· Microsoft Intune Administration: Advanced knowledge and hands-on experience in managing and configuring Microsoft Intune for mobile devices, MacOS, Windows computers, and Azure Virtual Desktop (AVD).

· Security and Compliance: Proficiency in implementing and managing security policies, conducting risk assessments, and ensuring compliance with security standards.

· Device Configuration and Deployment: Expertise in configuring, deploying, and managing mobile devices and other end-user computing devices including iOS, Android, Windows, MacOS, and Azure Virtual Desktop.

· Troubleshooting and Support: Strong problem-solving skills and the ability to provide expert technical support and guidance to end-users.

· Project Leadership: Experience in participating in cross-functional project teams and managing service management processes.

· Collaboration: Ability to work effectively with cross-functional teams and stakeholders to ensure cohesive and efficient service delivery.

· Innovation: A proactive approach to identifying and implementing innovative solutions to improve device management practices.

Leadership Competencies, certification and/or training
· Organizational and Leadership Skills: Demonstrated excellence in organizational, leadership, management, facilitation, and communication skills.

· Interpersonal Skills: Highly developed interpersonal skills, with the ability to build and maintain effective working relationships.

· Analytical and Decision-Making: Excellent analytical and decision-making skills, with the ability to assess situations and make informed decisions.

· Project Management: Proven project management skills and organizational abilities, including the capability to manage multiple diverse issues or projects while delivering quality results on time and within budget.

· Negotiation: Effective negotiating skills to establish work plans and deadlines in consultation with clients, ensuring the effective delivery of services.

· Presentation Skills: Strong presentation skills to effectively communicate solutions to stakeholders.

· Problem-Solving: Robust analytical and problem-solving skills to ensure that delivered business solutions meet the business requirements.

· Prioritization and Judgment: Ability to prioritize issues, pay attention to detail, use independent judgment, and provide relevant information to assist in decision-making processes.

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	○ ○ ○ ◉ ○	Integrates broader context into planning: • 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	The Lead Endpoint Analyst is responsible for the enrollment and device configurations of 35,000 computers and 20,000 mobile devices in the GoA. They develop tactics to respond to broad-scale, long-term view of challenges in the broader environment and potential risks when providing advice or recommendations to senior and executive leadership. Uses knowledge of the strategic direction of the government in order to anticipate the impact of changes to divisional business and strategic plans. Identify unintended consequences of a plan or strategy.
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • 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	The position requires advanced problem solving abilities to analyze complex technical systems requirements and implement optimized solutions to address client needs, system requirements and cybersecurity impacts. This position is responsible for large scale platform architecture, service design, and ongoing enhancements. Able to identify trends and operational inefficiencies and create improved solutions.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement	Ability to quickly shift and pivot to new or changing priorities and requests within constrained time frames in

		• 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	the division, ministry and GoA as a whole. Ability to handle high-stress situations and make decisions when a clear direction is not available. Effectively manage an environment where multiple business areas may have conflicting expectations, priorities, and visions. Understands and anticipates the impact of decisions in relation to the larger GoA and can adapt strategies and processes accordingly.	
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	The position understands the goals and priorities of the departments and maximizes resources to achieve those goals and priorities.	
Build Collaborative Environments	○ ○ ○ ◉ ○	Involves a wide group of stakeholders when working on outcomes: • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes	Ability to work collaboratively across divisional and ministerial areas to facilitate outcomes and achieve strategic and operational goals. Identifies and creates risk mitigation strategies to minimize impact to divisional goals. Facilitate conflict resolution by initiating open and respectful discussion of issues. Continuously seek out improvement and efficiencies in reporting and information collection by collaboratively working with	