

## New

Ministry

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

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 Technology and Innovation (TI) Ministry supports Government of Alberta (GoA) departments by providing leadership and expertise in information management and technology (IMT), including service delivery, security, enterprise investment management, and emerging digital capabilities such as artificial intelligence. These capabilities enable the GoA to achieve its business goals and deliver value to Albertans.

TI operates using a “one-government” approach to IMT governance, decision-making, and service delivery, balancing enterprise priorities with the unique needs of individual ministries. Within this structure, the Business and Technology (BTO) branch is responsible for creating, maintaining, delivering, and continuously improving IT services consumed across government. BTO delivers a broad range of services including development, integration, infrastructure, operations, platforms, service design, project delivery, and digital innovation.

As the Manager, Platform Services, you are accountable for the strategic ownership, governance, and delivery of enterprise platform capabilities across both the Microsoft Dynamics and ServiceNow ecosystems. You will lead a multidisciplinary team responsible for the design, development, configuration, integration, maintenance, and support of these platforms, ensuring alignment to business priorities and enterprise architecture.

In this role, you will define and execute platform roadmap that enable modern, scalable, and reusable solutions to support both new initiatives and ongoing operations. You will champion a configuration-over-customisation approach, leveraging out-of-the-box capabilities and best practices to drive efficiency, reduce technical debt, and optimize total cost of ownership.

You will also drive the adoption and responsible use of artificial intelligence and automation across the platforms, leveraging capabilities such as predictive insights, intelligent workflows, virtual agents, and agentic AI to enhance service delivery, improve user experience, and increase operational efficiency. This includes ensuring alignment with enterprise AI governance, data security, and ethical use standards.

You will work closely with business stakeholders, architects, IMT service providers, and third-party partners to ensure solutions are innovative, secure, and fit-for-purpose. A key focus will be on integrating Dynamics and ServiceNow capabilities within the broader enterprise ecosystem to deliver seamless, end-to-end services.

This position also provides leadership and oversight for staff and contracted resources, ensuring delivery excellence through strong governance, modern delivery methodologies, and continuous improvement practices. Building and maintaining effective relationships with senior business leaders, IMT leadership, vendors, and partners is critical to success in this role.

## Responsibilities

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

1. Lead in developing and maintaining a long-term strategy for meeting the business clients' requirements for application support and development that takes into account branch plans, priorities, and the capacity of the branch for delivering change.
  - Maximize opportunities for utilization of Artificial Intelligence (AI) and other technology aligned with the 3 year business plan, the business area needs, and other departmental initiatives.
  - Oversee the provision of estimates and impact analysis as input to the business cases for major enhancements or new application/service development.
  - Identify when an intake needs to be brought forward to the T&I Initiative review Committee and provide documentation and scoring
  - Assess the level of support required to meet the clients' expectations and determine what adjustments need to be made on either side to align expectations with capacity.
  - Establish an overall plan for meeting the clients' needs, including a schedule of release dates and the high-level release content. Communicate the plan to other support areas and where the release delivery involves other internal or external applications co-ordinate the plan for development, testing and implementation with them.
  - Maintain awareness of plans, policies, and standards in place at the cross-government level and their implications for the Department.
2. Manage all changes to the assigned applications/services in a controlled manner, to effect a smooth and timely transition for the clients and other support areas.
  - Establish procedures for change management and ensure they are communicated to, understood by, and followed by the team, clients, Acceptance Testing, and Production Operations.
  - Create and manage project plans for releases at a detailed level.
  - Ensure the priority of each work item is assessed according to established criteria, and that work items are assigned to a release or designated as an emergency item accordingly.
  - Ensure that appropriate levels of testing, including acceptance testing by clients, is carried out prior to implementation of any work item.
3. Manage the development of solutions so that deadlines are met and clients receive the quality of deliverables they expect on schedule.
  - Oversee and assign work items to team members and provide clear expectations regarding the deliverables, the deadlines, and their performance.
  - Monitor progress on projects and deliverables. Where necessary, make adjustments to assignments, request

overtime, assign more resources, manage scope, etc. to meet the schedule for the deliverables.

- Report the status of assigned work internally, and to clients or others who may be dependent on the schedule.
4. Provide leadership and direction to a team of system analysts (a blend of employees and contractors) dedicated to supporting the application(s). In doing so, build a team that demonstrates capability and commitment to their responsibility.
- Recruit, coach and train staff as required.
  - Provide feedback to employees on an informal basis and through the performance plan review process.
  - Seeks out, clarifies and mutually agrees on an individual's development needs when serving as a coach and mentor.
  - Provides balanced positive and corrective feedback during performance discussions.
  - Delegate authority and responsibility for certain aspects of application support.
  - Foster a results-oriented approach to client service both by setting an example, and by coaching or mentoring team members in their interaction with clients and other support areas.
  - Act as an advocate for the team when interacting with other support areas or projects.
5. Initiate and build an effective relationship with the clients in which they solicit and trust the team's advice on the use of technology in relation to performance of their business.
- Develop a solid understanding of the business being conducted.
  - Respond to problems or queries on any topics relating to the clients' business and the applications.
  - Recognize opportunities for improvement through the technology.
6. Provide leadership and or active participation in cross-department or government initiatives, put forward ideas or influence initiatives to serve the best interests of the application, the client, the branch, or Department.
- Prepare and review standards as a member of the Standards Committee and present or review proposed technology changes as a member of the Technical Architecture Committee.
  - Provide input to the development of processes or projects affecting more than one area of a Department, more than one department, or that extend to stakeholders outside the Government.
  - Participate in the development of business plans.
7. Manage Contract Resources as the requirement for contracted team members dictates (based on the long-term plans).
- Prepare a Request for Proposal (RFP) for acquiring contracted services.
  - Establish the evaluation criteria.
  - Evaluate the bids received in response to the RFP.
  - Determine which bid should be awarded the contract.
  - Monitor the workload of the contractors in relation to the contract amount.
  - Evaluate contractor performance, when not acceptable, work with the vendor to increase performance, replace contractor or cancel contract.

## Problem Solving

### Typical problems solved:

- This position requires superior analysis, reasoning, evaluation, judgment, and problem-solving skills. Significant interpretive, evaluative, and developmental thinking is required, along with the ability to understand complex relationships and facilitate decision-making processes involving stakeholders and senior decision-makers.
- This position often faces situations that are unstructured and where approaches to solving problems are not determined. The role is expected to remain focused at the strategic level when leading and/or providing advice on the development and implementation of plans, initiatives, standards, frameworks, and best practices at business, technical and operational levels. In addition, this position faces the challenge of balancing and aligning multiple ministry objectives and directions with those of the Government.
- This position requires an understanding of problem solving tools and techniques, including risk based decision-making processes, consultation, collaboration and consensus-seeking processes. Solving problems requires a strategic approach and needs to draw on a wide network of contacts and subject matter experts. The position also needs a strong understanding of stakeholder interests as well as the perspectives of ministries and stakeholders.
- This position requires a high level of diversity due to the breadth of technologies relying on the infrastructure and the complexity of making changes that will impact multiple internal & external linked systems and platforms. This position requires a high level of creativity, problem solving abilities, and a clear understanding of how related services are used to support larger visions.
- This position requires working in a resource constrained environment where demand far exceeds the ability of resources to deliver. Strong situational awareness is required to ensure that requests are being triaged according to ministry need and value. Often business partner expectations need to be addressed so that they are moving in a consistent GoA standard enterprise direction instead of fragmenting service delivery.

### Types of guidance available for problem solving:

- The position requires a high level of diversity due to the breadth of technologies relying on the infrastructure and the complexity of making changes to the infrastructure. This position requires a high level of creativity, problem solving abilities.
- Provides direction to a team of technical support analysts and contractors focused on the maintenance and operations of commercially available software applications and associated software infrastructure components

### Direct or indirect impacts of decisions:

- This position works with minimal direction, applying good discretion when making decisions.
- This position partners with Information Management and Communications teams and leverages their published policies and guides.
- Utilizes leadership skills during project-based work and identifies/implements operational efficiencies.
- Critical escalations or communications can leverage director level assistance as required.
- Guidance for GoA strategic direction and priorities can be sought from director level.
- This position works closely with Senior IT System Analyst resources to best understand technology needs.

## Key Relationships

### Major stakeholders and purpose of interactions:

- IM, FOIP, Litigation - Partnership to ensure services meet area compliance (as needed)
- Communications, OCM & Training - Partnership to ensure services meet area needs (as needed)
- Ministry Staff (All levels) - Requirements, consultation, development, issue management, service delivery (Daily)
- BERNIE Team Peers - Knowledge exchanges, leadership, advocate for standards, cross over development (Daily)
- T&I Peers - Information sharing, advocate for services, new services (Daily)
- T&I Leaders - Planning activities, operational recommendations, budget estimates, advocate for services (Daily)
- VIP & executives - Escalations, emergency actions, investigations, priority requests (As needed)
- Vendors - Support issues, research and learning, compliance, engagement (daily)

## Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Information Technology related

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

Requires a minimum of 10 years of progressive experience supporting a broad range of enterprise technology

- University degree or technical diploma with related experience. Equivalencies may be considered.
- Equivalency: A related two-year diploma in computer technology or a related discipline from a recognized postsecondary institution and six years related experience; or a related one-year certificate from a recognized postsecondary institution and seven years related experience. Experience is a one to one relationship with year of education to years of experience.
- MS Dynamics experience is strongly preferred
- Understanding of MS Dynamics technologies and the practical use and implementation of the technologies
- Ability to make and influence decisions that impact GOA ministry partners
- Strong leadership capabilities with experience leading high performing technical teams with critical 24x7 operation support.
- Strong process development service design and change management skills. Ability to formulate stakeholder assessments, and garner engagement and obtain buy-in strategies through to execution.
- Excellent negotiation and communication skills with political acumen.
- Demonstrated presentation skills with a focus on being able to communicate diverse, complex technical scenarios to a wide audience.
- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert)
- Demonstrated ability in leading large and complex initiatives and projects that involve multiple Ministry, Sector, and Enterprise stakeholders with various, and often conflicting, needs.
- The ability to see opportunities for transformation and establish and communicated visions, benefits and outcome of transformation.
- Strong knowledge of the business plans, mandates, strategic priorities, objectives and programs of TSO.
- ITIL Foundation certification is preferred
- Ability to assess the impact of policy & technology changes on services
- Able to work effectively on a team as well as independently and handle high stress situations.
- Responsible for the budget and costs of the Contact Centre technical Service
- Ability to identify trends and make decisions based on that

## 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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Involves a wide group of stakeholders when working on outcomes:</p> <ul style="list-style-type: none"> <li>• Involves stakeholders and shares resources</li> <li>• Positively resolves conflict through coaching and facilitated discussion</li> <li>• Uses enthusiasm to motivate and guide others</li> <li>• Acknowledges and works with diverse perspectives for achieving outcomes</li> </ul>	<p>Develop services to engage different stakeholders; early adopters, early/late majority, and resisters</p> <p>When designing services, an understanding of the client perspective and impact on GoA operations/efficiency is required.</p> <p>When making operational decision, this position will</p>

			<p>need to consider the broader perspective of how business would be impacted.</p> <p>Continuously seek out improvement through tools such as surveys, participating in committees, frequent environment scans, and utilizing networks to understand upcoming threats, risks, and opportunities.</p> <p>Develop a safe-space culture; Provide areas where IT &amp; ministry partners can experiment, grow, motivate &amp; learn from each other safely.</p> <p>Close partnership with key stakeholders, in particular Information Management, FOIP and Litigation teams to ensure service delivery is sustainable and meets their vision.</p>
<p>Creative Problem Solving</p>	<p><input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/></p>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> <li>• Uses wide range of techniques to break down problems</li> <li>• Allows others to think creatively and voice ideas</li> <li>• Brings the right people together to solve issues</li> <li>• Identifies new solutions for the organization</li> </ul>	<p>Maintain a clear understanding of all internal and related services and how they can be leveraged most effectively to meet ministry partner and SA needs.</p> <p>Able to identify trends and operational inefficiencies and create new solutions.</p> <p>Implement constant improvement of accountable services to ensure efficiency in an ever changing environment.</p> <p>Build an environment that leverages Standards, Templates, and other</p>

			methodologies to reduce business partner total cost of ownership and provides quick start up ability.
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> <li>• Shapes group learning for team development</li> <li>• Employs emerging methods towards goals</li> <li>• Creates a shared learning environment</li> <li>• Works with individuals to develop personal development plans</li> </ul>	<p>Develop the next generation of leadership through mentoring staff members and actively encouraging their growth</p> <p>Self directed and keeps current with an ever changing industry</p> <p>Build a community of experts across GoA through presentations, demos, adhoc training, and engagement with business &amp; IMT Partners</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>Understand what potential is available in existing services and how they can be leveraged in an ever changing environment.</p> <p>Effectively manage an environment where multiple stakeholders have conflicting expectations, priorities, and visions.</p> <p>Able to handle high-stress situations and make decisions when a clear direction is not available.</p> <p>Understands the impact of decisions in relation to the larger GoA and can adapts solutions as situations change.</p> <p>Strong understanding of risk and change management process and procedures.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> <li>• Creates impactful</li> </ul>	<p>Rely on strong networking skills to ensure outcomes and impacts are well communicated with key</p>

