New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

EUC Evergreen Lead

Requested Class

Program Services 4

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 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 Manager of End User Computing (EUC), the EUC Evergreen Lead is a critical role in leading the way in how End User Computing Evergreen services are managed and improved, as a core service, within the GoA. This position plays a critical role in shifting Evergreen services from a technical service offering to user-centric, automated service offering that provides high-business value and increases user performance within the workplace to enable business partner outcomes.

The EUC Evergreen Lead provides oversight and guidance to the EUC Evergreen team; works with other EUC, IMT and business teams; provides leadership and direction to cross- functional project teams and contributes in the review, development and implementation of divisional service management processes that ensure consistent service management practices are utilized across government.

Responsibilities

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

The EUC Evergreen Lead has a critical scope of processes that reach across all GoA Users and have a significant impact to government ministries at all levels. The EUC Evergreen Service is comprised of a portfolio of components and supporting processes related to desktop hardware, software management and ensuring GoA Users experience a seamless process when obtaining the related services.

- **Staff Management and Leadership**

o Lead staff and contractors to develop, support and deliver EUC Evergreen processes.

o Coach team members for performance, training, and motivate the team in order to ensure excellent levels of effectiveness and efficiency.

o Develop and maintain a customer and service-oriented spirit and approach within the team ensuring team deliverables are aligned with business objectives.

o Lead, manage and build a high-performance team.

o Responsible for management functions such as career development, coaching, performance evaluation, recognition, discipline, and other HR-related activities.

- **Evergreen Process Ownership**

o Responsible for the EUC Evergreen processes.

o Contributes to the development of operational and strategic Evergreen plans to ensure stakeholder requirements are continually met in adherence to security, information management, FOIP, Legal, and architectural standards and policies.

o Actively working to ensure that EUC Evergreen services are delivered to the business partners, in a context that best supports business needs, business drivers and priorities of the business partner organization.

o Collaborating with Service Design and Management teams on Evergreen process improvements to meet changing business needs and to streamline the procurement of said processes.

- **Evergreen Process Operations**

o Proactively monitor end user experience measures, solicit business partner feedback and keep the pulse of the overall EUC Evergreen process performance.

o Ensuring that the service catalogue and knowledge base information for EUC Evergreening is always up to date and relevant.

o Ensuring that the EUC Evergreen mailbox is actively monitored and that emails are responded to in a timely and professional manner.

o Ensuring that the EUC Evergreen portions of the EUC SharePoint site and other repositories of information are always up to date and relevant.

o Continuously working to reduce the backlog of machines to be evergreened, to reduce the zero-use machines left in ministries and to improve the quality of the process and service being delivered.

o Contributing to a communications plan for the operations of EUC Evergreen service transformation activities.

o Executing, coordinating, prioritizing, and quality control of operational activities related to the EUC

Evergreen processes and service.

o Ensuring business partners are aware of available Evergreen processes; how to initiate a process and how to get help when needed.

o Assisting on all operational aspects of EUC delivery as required.

o Leading and assisting with EUC Evergreen warm call backs to improve the rate of enrollment in the EUC Evergreen program.

- **Evergreen Evolution**

o Responsible for coordinating and understanding continuous process improvements for EUC Evergreening and acts as a user experience advocate when working with stakeholders.

o Collaborating on the development and maintenance of a service roadmap for EUC Evergreening in collaboration with the rest of the EUC team and service management specialists.

o Ensuring process improvements don't impact the business partner's experience with Evergreening and that the business partner is represented within improvement plans.

o Ensuring that the Evergreening process matures and transforms to align to the needs of the business partner within the GoA.

o Ensuring actions relating to improvements are followed through to completion in a timely manner.

- **Service Level Management**

o Contributing to the development, maintenance and reporting on key service metrics focusing on the measure of user experience with EUC Evergreen services.

o Contributing to the development and execution of Evergreening service level improvement plans.

Problem Solving

Typical problems solved:

This position requires a high level of analytical thinking, creativity, and problem solving abilities to successfully create integrated solutions. The person in this role must have the ability to work independently with minimal direction, applying good judgment and good decision-making skills. Decisions made by this individual has the propensity to affect critical EUC service delivery across the GoA.

This position utilizes a highly collaborative approach when reaching decisions, within the division, ministry and government, when consulting, negotiating, and communicating with client and stakeholder representatives. A high degree of business acumen and the ability to navigate complex issues and initiatives with limited direction is required.

Types of guidance available for problem solving:

When solving problems, the EUC Evergreen Lead considers risks and potential impacts while utilizing the following:
- Previous knowledge and experience;
- Past precedents and practices;
- Collaboration and guidance from their network of contacts and other leads across the division and ministry;
- Collaboration and guidance from their Manager and the Director;

Some solutions may require creation or reorganization of information while others may require clarification of requirements. The Lead utilizes their knowledge, experience and Manager input to effectively evaluate complex inputs to produce tangible options, insights, and recommendations.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:
- Continuous improvement of the EUC Evergreen process to ensure a supportable and effective process to ensure we are 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 by the team.
- Realization of branch priorities and outcomes through continuous improvement and delivery of EUC Evergreen processes to the GoA.
- Contribution to the creation of efficiencies in the delivery and operation of EUC Evergreen 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 interaction for information sharing, receive direction, give advice, resolve issues, develop solutions, status reporting - two way exchange.
- End User Computing Evergreen Team - Provide leadership, mentor-ship, coaching and expertise; enhance understanding of operational 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 - EUC Evergreen solution or enhanced capacity proposals, service management framework, EUC Evergreen process development and design, EUC Evergreen process management, EUC Evergreen service catalogue management.
- GoA ministries/users - Main recipients of EUC services, creating operational partnerships to ensure EUC Evergreen processes meet user expectations, are use centric and are improved based on user experience with the service.
- Program/Project Steering Committees - Provide updates, direction, discuss issues, actions for programs/projects.

External
- Vendors - EUC Evergreen issue resolution and EUC Evergreen process development.

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, Business, Service Management, plus at least 4 years related experience

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

Technical Competencies, certification and/or training
- ITIL Certification.
- Experience with Enterprise Service Management.
- Experience collaborating with the technical project teams and business partners to collect, clarify, and translate technical details into practical, informative messages and forward direction.

Leadership Competencies, certification and/or training
- Strong process development and management skills including change management. Ability to formulate stakeholder assessment, engagement and obtain buy-in strategies and execution.
- Strong organizational and communications skills.
- A detailed understanding of branch business plans, goals, objectives, strategies and priorities.

- Strong presentation skills are required to communicate solutions to the stakeholders.
- Be able to prioritize issues, pay attention to detail, use independent judgment and provide relevant information to assist in decision-making processes.
- Strong MS Office software skills.
- Strong knowledge of the EUC contract.
- Strong analytical ability, data interpretation and problem solving skills.
- High level of motivation, creativity and drive for success.
- Self-motivated problem solver with a desire to identify issues and formulate solutions.
- Ability to adapt to an ever changing work environment and changing priorities.

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	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	Contributes to the development of operational plans and strategies to respond to broad-scale, long-term view of challenges and opportunities to support the priorities of the division, ministry and GoA. Considers potential risks when providing advice or recommendations to leadership. Identify unintended consequences of a plan or strategy.
Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	Explore creative methods to complete work with a goal to achieve more efficient and effective outcomes. Fostering a safe and creative environment to allow team and stakeholders to share their diverse perspectives and innovative ideas. Able to identify trends and operational inefficiencies and create improved solutions.
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes	Ability to quickly shift and pivot to new or changing priorities and requests within constrained time frames in the division, ministry and GoA as a whole. Understands and anticipates

		• Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan	the impact of decisions in relation to the team and can adapt strategies and processes accordingly.
Develop Networks	○ ○ ◉ ○ ○	Leverages relationships to build input and perspective: • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships	Build trust by being open to different perspectives and considerations while looking to advance Team outcomes. Strong networking skills to build consensus and influence. Strong relationships required across the division and other ministries to ensure processes meet the needs of all stakeholders.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature