

## Update

Ministry

**Describe: Basic Job Details****Position**

Position ID

Position Name (30 characters)

Current 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****Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

**Job Purpose and Organizational Context**

Why the job exists:

premises and in the cloud.

The network operations team provides critical support for three on-prem enterprise core data centres; two in Edmonton and one in Calgary. Critical support is also provided to cloud hosted services located in Azure, AWS, and GCP. These datacentres comprise of; Cisco ACI and Cisco Nexus Datacentre switches, Cisco ASA and Cisco Firepower firewalls. The datacentres host 7000+ servers, 1500+ GoA applications, and 194 classified critical applications.

The network operations teams also supports the GOA Shared network environment, which provides 30,000+ VPN connections for GoA staff working from home, or remote locations. Support also spans 500 + locations and approximately 5000 + network devices (wired Cisco Catalyst switching, and Cisco wireless access points); coordination of SuperNet related issues, and provides Internet Service for all 27 Government of Alberta Ministries and their Agencies, Boards and Commissions. This spans 700 + locations throughout the Province.

\*\*\* Specific duties of the position required here. Reporting to a Manager, this position delivers technical analysis, design, implementation, support and operations of IMT services and projects. Work performed will utilize IT Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solutions to a variety of complex problems. This position will work with and receive guidance from a team of analysts within the Technical Services unit. Communication with stakeholders and co-workers will be essential in ensuring that project deliverables meet client expectation. This position will use its diverse IT expertise to operate independently on assigned work; this position are subject matter experts in a particular area.

This position is a service owner and is responsible for the lifecycle of a service.

This position will provide acting manager duties as required.

Finally, the incumbent is required to acquire and maintain an enhanced or where necessary a top-secret security clearance and be prepared to undertake call-out assignments as necessary.

## Responsibilities

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

1. Provides information technology development, maintenance and support services to clients by:

- SME/Technical Lead on a networking service in the environment.
- Responsible for the entire life cycle of a network services: development, installation, maintenance/operations, and decommission
- Work with, and assign junior staff to monitoring and maintaining the underlying technology (i.e. Routers, switches, firewalls, and wireless devices/appliances and applications) that is supported by the team.
- Planning, scheduling, communicating and implementing changes related to the services/products supported by the team.
- Identifying, organizing, prioritizing and scheduling individual tasks.
- Identifying risks or issues and proactively updating and upgrading the services supported by the team accordingly.
- Preparing service requests and providing background information for vendor/service providers and ensuring that work is performed to standards.
- Mentoring junior analysts with problem solving or technical issues.
- Participating in the implementation of business plans, goals, objectives, strategies and targets.
- Improving service and enhancing customer relations.

2. Provide technical support for various applications by:

- guiding the lifecycle for changes or enhancements for applicable information technology services/products in consultation with the Manager.
- Performing on-call rotational activities.
- Understanding, interpreting, transferring, translating and resolving customer, system, application and

procedure requirements or problems relating to various products and services, resulting in improved process functionality.

- Performing regular maintenance, upgrades and administrative functions to improve performance of various systems.
- Maintaining administrative standards .
- Applying change management procedures for any application, environment and enhancement changes, and implementing approved changes as assigned.
- Providing technical assistance, training, guidance and mentoring for less experienced analysts.
- Creating and/or maintaining any current documentation for new and existing systems as required.
- Leading the evaluating, selecting and testing new hardware and software.
- Providing training to users as required.
- Planning and providing information to help Technology and Innovation continually improve the delivery of services and /or develop new service initiatives.
- Support various coordination initiatives, ensuring service and management between bundles is successful.
- Discussing client requirements and/or issues and being able to action that into resolution to the clients satisfaction.
- Managing requests by prioritizing calls/service based on client needs, overall requests and available resources.
- Identifying, organizing, prioritizing and scheduling individual tasks.
- Participating in the implementation of business plans, goals, objectives, strategies and targets.
- Improving service and enhancing customer relations.
- Working with consultants, vendors and support groups.

3. Provide system reporting development and support by:

- Interpreting the reporting requirements that come in through various methods from all levels of clients and users and translating that into a report.
- Maintaining any existing reports as required.
- Maintaining and improving the reporting standards.
- Creating and maintaining database reporting as required.

4. Guide project management/Agile processes by:

- Completing assigned accountabilities in a timely manner.
- May be the technical lead on the project or a member of a cross divisional team. May be acting as a project manager or working with a project manager depending on the scope of the project.
- Identifying, organizing, prioritizing and scheduling individual tasks. Ensuring that any individual tasks stay within the timelines.
- Working with user groups and steering committees to help define project requirements.
- Leading team to help build and design forms and workflows to fit Information Technology Infrastructure Library (ITIL) Standards.
- Assisting or leading with the examination of new technologies with potential application within the Government of Alberta business environment; assessing technology viability through testing or piloting and; evaluating the impact of and opportunities for economic and/or innovative applications in government.
- Assisting and guiding team members with all phases of the project.
- Managing the relationship with the supplier or vendor at the working or operational level to coordinate various activities (i.e. coordinating change requests, service enhancements, troubleshooting problems).
- Reviewing and recommending approval/revision to all change or enhancement requests for the services delivered under the contract.

5. Stays current with technological developments in infrastructure services, cloud technologies and user support practices.

6. As the SME/Technical Lead on a service, this position will provide mentoring and leadership to a team of analysts by:

- Lead complex projects and activities that often involve multiple stakeholders
- Participate in branch planning activities and coordinate with leadership team
- Coordinates service testing, evaluation and recommendations.
- Organize project teams and monitor progress of key activities
- Provide mentors-hip and assign tasks to junior staff to guide personal development.

## Problem Solving

Typical problems solved:

- Change, Incident and problem management within an ICT environment supporting 30,000+ GoA users and hundreds of critical public services requires advanced problem solving skills.
- This position will create and maintain IMT services used within the Government of Alberta and by the general public.
- This position will develop a network of colleagues across Technology and Innovation to assist in completing their responsibilities.
- This position will be the final authority on technical issues within their area of expertise.

Types of guidance available for problem solving:

This position is largely expected to work independently, but has some access to resources including:

- management support for staff issues, financial issues, strategy and goals
- expert support from vendor support desks and account teams.
- access to the Internet and vendor knowledge bases

Direct or indirect impacts of decisions:

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

Decisions made can impact critical infrastructure service delivery and impact multiple ministries. Key decisions are made during active troubleshooting of an incident and planning and implementing changes to the IMT services. additional key decisions are made during the lifecycle management of services to ensure not just availability and security, but also value and continuous improvement.

## Key Relationships

Major stakeholders and purpose of interactions:

GoA staff (clients and customers) - Requirements gathering, problem resolution, providing guidance and recommendations.  
 Technical Services Team Peers (colleagues) - Knowledge exchange, technical assistance, project team interactions  
 Ministry TSO Peers - buiding collaborative networks, Information sharing, collaboration for complex service design, implementation and maintenance.  
 Vendors - Support, research, learning and design.

## Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Computer related discipline, and, or six year of Networking experience.

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

- Positions at this level work with other IT professionals and are assigned to project duties that require thorough knowledge of computer science concepts and methodologies (software, infrastructure, programming, network and mainframe products, and systems management). Knowledge of network routing protocols specifically related to (OSPF, BGP, EIGRP), as well as knowledge of SDWAN technology. In-depth network experience, knowledge, and architect design to implement, and maintain the lifecycle of a new service. This theoretical knowledge is typically gained through a post secondary degree in computer sciences or related program and six years of hands on related experience (eight years of related experience is required if an employee has a related diploma).
- Knowledge of Government IT policies and legislation and an understanding of its application on related assignments.
- Ability to plan, develop and coordinate projects on a department or cross-ministry scale.
- The ability to work well in a team environment, lead and mentor junior employees and work within deadline constraints is essential.
- Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.
- The ability to work well in a team environment, take direction, mentor junior employees and work within deadline constraints is essential.
- Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.
- Briefly describe any knowledge or skills/abilities specific to the position not already covered.

### 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		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from</li> </ul>	

		<p>other areas to solve problems</p> <ul style="list-style-type: none"> <li>Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>Reflects on performance and identifies development opportunities</li> <li>Takes initiative to stay current</li> <li>Shares with the team even when not asked</li> <li>Actively coaches and mentors direct reports</li> </ul>	
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>	

**Benchmarks**

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