

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Application Coordinator

Requested Class

Program Services 2

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:

Serving as a primary interface between application end users, provincial business specialists and various application maintenance and technical support resources, the AMS Coordinator has key responsibilities to support the Wildfire Management Branch (WMB) in relation to its applications, including providing business analysis, end user system support, application training development and delivery, user acceptance testing, and implementing change management. The position maintains a comprehensive understanding of business and delivery processes, enabling the effective resolution of a wide variety of user issues as they arise.

The position must apply extensive knowledge of wildfire business practices within the context of complex interdependencies of wildfire systems to ensure WMB's operational and administrative processes function correctly, user issues are resolved, business requirements are met, and achievement of business goals is delivered. This includes a full understanding of WMB's role as an emergency response agency protecting Albertans, industry, and ecosystems. The use of artificial intelligence tools is a key component in enhancing problem-solving, streamlining processes, and improving the creation and delivery of training materials, ensuring that WMB staff are equipped to effectively manage wildfire systems and respond to emergencies. The

ability to apply these tools effectively is key to success, as the position is frequently called upon to represent business perspectives to technical teams. The position also frequently advises WMB business specialists on how to best resolve IT issues.

Responsibilities

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

- . Coordinate and complete activities to support application maintenance and initiatives, ensuring alignment with the department/division/branch core business goals and objectives.
 - Responsible for engaging with GoA departments to develop and support the data platform
 - Understanding and translating business requirements
 - Develop, implement and manage ministry Quality Management and Assurance Programs
 - Support and review client reporting and analytics
 - Help departments develop business requirements and implement enhanced services including, but not limited too
 - Ensure business and technology changes to services are fully understood in departments by delivering communications and conduct meetings.
 - Responding to ministry staff inquiries and acting as the point of contact for interaction between ministry staff and staff and contractors that supports the applications or reports.
 - Define business requirements by facilitating focus groups or requirements identification working sessions.
 - Translate business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
 - Utilize artificial intelligence (AI) and automation tools to streamline repetitive administrative tasks, data processing, and routine reporting, enhancing efficiency and accuracy in application support.
 - Leverage AI tools to support the creation and maintenance of training videos and materials, ensuring dynamic, engaging, and accessible learning content for end users.
2. Deliver data service planning and development including review of feasibility and requirements analysis.
 - Provide expertise and support for the identification, development, implementation, and ongoing enhancement of data services to support business area requirements and deliverables.
 - Understand the business needs and goals of the client organizations, and support the development and design of business solutions to simplify, improve, automate and/or implement business operations.
 - Assess proposed opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.
 - Assess the impact of changing technology on products and services, and develop strategies for implementation.
 - Review existing policies and direction to ensure they are consistent with the intended direction of specific initiatives and projects; recommend new or enhanced policies where required.
 - Develop, facilitate and manage workshops/forums.
 - Chair working groups and/or participate on department committees, project teams.
 - Facilitate and manage business process development to support enhancement of clients' business functions.
 - Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.
 - Incorporate AI-enabled tools to assist with data analysis, predictive insights, and problem-solving, ensuring data services are aligned with emerging technological innovations.
3. Data Service and Project Coordinator - Drawing on extensive knowledge of business and client needs, business process design and project experience, support projects from inception to completion.
 - Coordinate development of project schedule, plans, and strategies.
 - Identifying existing Data processes and procedures
 - Where new or enhanced applications are being implemented:
 - Ensure the implementation aligns with GoA best practices.
 - Define business requirements, which may include facilitating focus groups or requirements

identification working sessions.

- Translate business requirements into design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Identify where Leadership decisions and change requests are required.
- Help develop Privacy Impact Assessment as required.

- Provide status reporting as required.
- Assist with external vendor contracts.
- Employ AI tools to assist in project management tasks, such as risk analysis, resource planning, and workflow optimization, to ensure project objectives are met efficiently.

4. Transition Management- Coordinate the organizational changes from enabling technology and business process reengineering.

- Develop and implement client communications for multiple projects.
- Facilitate change management activities to ready users for the new business processes and tools.
- Develop training strategies, plans, and materials.
- Design, develop, and deliver quality presentations to multiple user groups and audiences.
- Develop quality assurance processes to ensure data integrity and compliance with policies and procedures.
- The job has a balance between development and implementation. Advisory consultative role.

5. Promote and support data integrity (edits, fixes, elimination of duplicate files).

- Review system reports and data integrity reports regularly to ensure the data being used to deliver services to clients is accurate.
- Interpret/analyze the reports to identify errors.

Where appropriate, consult with business area and make recommendations for correction of issues.

- Research the root cause of the issues and provide advice and make recommendations for changes to the application and/or business processes to reduce data integrity issues
- Leverage AI tools to monitor data quality, identify anomalies, and automate data-cleaning processes to ensure accuracy and efficiency in maintaining data integrity.

Problem Solving

Typical problems solved:

The Ministry of Technology and Innovation provides a diverse range of services that touch the lives of Albertans on a daily basis. Technology and Innovation works with ministries and other levels of government to define and develop tools and techniques to improve delivery of citizen services. As a result, collaboration with virtually every ministry is essential. Business Support Services Analyst role involves a government wide focus that incorporates both the GOA corporate and department specific perspectives. The role is involved with development of new and innovative approaches to information and process management, and must anticipate and react to emerging information requirements to support new policy initiatives and business requirements. Activities and projects are truly unique, and as such there are not standard procedures or solutions, resulting in an ongoing need for original thought, creative solutions, and leveraging advanced technologies such as Artificial Intelligence to address complex problems and drive innovation.

The Business Support Services Analyst:

- Develops effective working relationships with other ministries, other levels of government, technology service providers and citizen and business interest groups.
- Participates in the development of re-engineering and other project strategies and plans and supervises the execution of project deliverables.
- Utilizes AI-powered tools and techniques to research, analyze, and recommend new functionality, tools, and processes for their applicability to emerging business needs. The incumbent is required to design common solutions to address business needs within the context of the governing business rules and the established technology standards.
- Provides business consultative services as well as supporting system developers/analysts in the design of effective

business solutions.

- Reviews current business procedures and policies to identify areas of opportunity for improvement or of conflict and develop and present recommendations for improvement, leveraging AI to identify patterns, inefficiencies, and predictive insights to inform decision-making.
- Conducts complex analysis of business rule/operational requirements, business initiatives, architectural design, functionality and intricate components of the system, resulting in an effective system which meets user requirements and eliminates system development setbacks and financial losses.
- Develops strategies, work plans, testing plans and scripts, schedules, project estimates and implementation plans.
- Resolves issues which affect overall progress and the quality of projects or enhancements.
- Ensures that system changes have been reviewed and that any impacts have been identified, using AI-powered simulations to assess potential impacts and optimize solutions.
- Participate in developing and implementing data standards.
- Makes independent decisions that have a critical impact on financial gains or losses as well as the Department's public image.
- Exercises good judgment and utilize exceptional interpersonal skills to represent the interest and goals of the Branches/Departments with stakeholders, and in responding to requests for service to ensure all interests are addressed and achieved.

Types of guidance available for problem solving:

Incumbents at this level require little supervision, however, assistance is available.

Direct or indirect impacts of decisions:

Influencing decision making, identifying the impact that is associated with the potential changes to the policy impact systems.

Key Relationships

Major stakeholders and purpose of interactions:

This position will require the incumbent to solicit and oversee participation from working level staff in departments. The Business Support Services Analyst will assist Business areas and Contractors to ensure requirements are delivered to the Business. The help develop and deliver system changes to the Business. Assist the Business with organization of their User Acceptance Testing (UAT) the changes introduced, and to facilitate ongoing data and systems maintenance.

The incumbent liaises with virtually all ministries, and may liaise with multiple levels of government, and vendors.

Required Education, Experience and Technical Competencies

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

If other, specify:

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

Incumbents at this level require little supervision, however, assistance is available.
AI fluency. Daily use of generative AI and agentic tooling for executive-grade work: drafting, analysis, structured retrieval, and automation. Comfortable with prompt design, retrieval-augmented generation, and evaluation of AI output for risk, hallucination, and sensitivity. Builds AI-augmented routines; does not only consume AI tools.
Process automation literacy. Working knowledge of process-automation patterns, including workflow automation, digital forms, agentic process orchestration, and the implications of these patterns for staff roles and workflows. Able to translate technical change into accessible staff-facing communication.

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 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 	
Systems Thinking	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	
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 	

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight: <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 	
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Benchmarks

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	
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
DM Name	Date yyyy-mm-dd	DM Signature