

New

Ministry

Executive Council

Describe: Basic Job Details**Position**

Position ID

50086703

Position Name (200 character maximum)

Information & Process Improvement Analyst

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA10

Cost Centre

604406

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

IIR/ Intergovernmental Relations

 Current organizational chart attached?

Supervisor's Position ID

50086701

Supervisor's Position Name (30 characters)

Dir, IGR Pol. & Strat. Initiatives

Supervisor's Current Class

Senior Manager (Zone 1)

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Information & Process Improvement Analyst provides support to the department's core business by deploying AI-powered tools and agents to automate repetitive tasks, including media monitoring and reporting, and streamline internal processes. This position will build capacity in the department to utilize AI tools to identify and analyze political and policy developments across Canada, a key function in supporting the Deputy Minister in their role of briefing the Premier on intergovernmental issues and advancing Alberta's interests at Federal Provincial Territorial (FPT) meetings.

Responsibilities

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

1. Information Architecture & Digital File System Development

- Conducts comprehensive audits of existing digital files, document repositories, and shared drives to identify gaps, duplication, and inconsistencies.
- Designs and implements an enterprise-aligned folder structure, taxonomy, and naming conventions across

organizational systems to enhance usability and compliance.

- Leads the migration of files from legacy systems to the new architecture, ensuring accuracy, metadata alignment, accessibility, and long-term sustainability.
- Establishes governance standards and ongoing maintenance processes to ensure system integrity.
- Operates in full compliance with legislation, policies, and directives, ensuring decisions and actions meet organizational and regulatory requirements.

2. Knowledge Management

- Develops and maintains knowledge management systems that enable staff to efficiently locate, share, and retrieve information.
- Implements searchable knowledge bases, document libraries, or repositories that support operational efficiency and informed decision-making.
- Documents internal workflows, policies, procedures, and best practices to build organizational memory and support continuity.
- Identifies opportunities to streamline reporting and reduce reliance on manual information-gathering.

3. AI and Automation Implementation

- Identifies business processes, administrative tasks, and workflows that are suitable for automation, AI assistance, or agent-based system enhancements.
- Designs and develops AI-enabled workflows using tools such as AI assistants, automation platforms, knowledge retrieval systems, and document analysis technologies.
- Builds, configures, and maintains AI agents capable of retrieving information, summarizing content, generating insights, and assisting with routine tasks.
- Integrates AI and automation solutions with existing software systems where feasible to improve accuracy, speed, and user experience.
- Monitors performance and ensures responsible use of AI technologies.

4. Process Optimization

- Conducts process mapping and analysis to identify inefficiencies, bottlenecks, and areas for improvement across operational workflows.
- Designs streamlined, user-centric processes that leverage automation and standardized practices.
- Develops metrics and tracking mechanisms to measure improvements in efficiency, accuracy, turnaround times, and overall service delivery.
- Collaborates with cross-functional teams to support continuous improvement initiatives.

5. Training & Change Adoption

- Develops and delivers training, presentations, and resources to support staff adoption of new file systems, knowledge platforms, and AI-enabled tools.
- Creates user guides, job aids, and reference materials to support long-term learning and operational consistency.

- Provides ongoing technical and functional support, incorporates user feedback, and contributes to continuous system optimization.
- Champions change management practices to build confidence and drive successful implementation.

Problem Solving

Typical problems solved:

The Information & Process Improvement Analyst will face challenges related to navigating and rationalizing file systems, duplicate content, and inconsistent naming conventions while minimizing disruption to business operations. The position will need to use analytical and problem solving skills to develop strategies and approaches to design a file structure that works for AI and is intuitive for staff members.

The position requires adaptability to ensure AI tools meet users' needs, which can evolve over time. To ensure success, building strong working relationships with colleagues is essential.

A challenge of this position is to manage multiple projects, each with their own timeline. The position must have the ability to determine priorities and stay organized to ensure deadlines are met.

Types of guidance available for problem solving:

- Guidance by the Director, or the Executive Director, will help the position achieve timely solutions to projects.
- Strong stakeholder relations with colleagues, as well as weekly team meetings, will provide opportunities to test solutions and incorporate improvements as needed.

Direct or indirect impacts of decisions:

Decisions made in this position affect the ability of IGR staff to produce strategic advice, report on key metrics, and conduct policy analysis and information analysis for management and client ministries.

Key Relationships

Major stakeholders and purpose of interactions:

Director, Intergovernmental Policy & Strategic Initiatives- information source, ongoing consultation and advice on product requirements for the Intergovernmental Relations branch.

Branch staff - input, suggestions, ideas and information; engage in research projects. Ongoing consultation related to product development; training staff on using final products.

Other IIR branches - input and suggestions on product development; training staff on final products.

Other departments as needed, specifically Technology and Innovation.

Required Education, Experience and Technical Competencies

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

If other, specify:

A degree in Computer Science, Information Technology or a related focus is preferred

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

- This position requires knowledge of and/or experience with:
- Experience organizing digital information systems or knowledge repositories
 - Proficiency with Python
 - Proficiency with SharePoint, Power Apps, Power Automate, Zapier, One Drive, Copilot, Planner
 - Proficiency with modern AI-assisted development and agentic coding workflows

- This position requires the following skills and competencies:
- Strong analytical, problem solving skills, and attention to detail
 - Strong interpersonal skills focusing on the need to communicate with team members on solution requirements
 - Experience in documenting procedures and training individuals in AI tools

- Strong verbal and written communication skills and the ability to effectively interact with a team and internal and external stakeholders
- Keen interest in learning and applying analytical data and research in a business context

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"> • 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 	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • 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 	
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<p>Proactively incorporates change into processes:</p> <ul style="list-style-type: none"> • Creates opportunities for improvement • 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 	

