

New

Ministry

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

[Business Support Services 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 and Innovation (T&I) Ministry supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership and expertise in IMT services delivery, security, and corporate investment management that enable the GoA to meet business goals and objectives.

The T&I organization uses a one-government approach to IMT governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual client needs. The Business and Technology (BTO) branch creates, maintains, delivers and continually improves IT services consumed by clients. BTO delivers varied IT services related to audit, development, infrastructure, integration, maintenance, operations, platforms, project delivery, quality, service design, service desk, telecommunications and more.

This role focuses on providing the consultation, engagement, and planning activities necessary to fulfill service requirements. The role collaborates with IT business analysts, Information Management Analysts, FOIP, Litigation, and business stakeholders to meet ministry client needs in a way that meets GoA policies, guidelines, and standards.

Responsibilities

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

Service Delivery Discovery, Consultation, Engagement, and Implementation

1. Provide the first line of contact with key stakeholders and ministry partners for requests to expand or create a new service offering.

2. Maintain, share, and help enforce a clear understandings of requirements, technology pathways, and governance between Ministry partners, Internal & External IT resources, and the Platform Teams.
3. Be highly aware of current and upcoming Platform Services, their abilities, and their limitations.
4. Be highly aware of current and upcoming environmental changes. This includes internal factors (such as policy updates) as well as external factors (such as cloud service updates)
5. Engage key stakeholders as required to ensure that multiple needs are being met as part of service. This includes Cyber Security, Public Service Commission, Communications & Public Engagement, FOIP and IM leadership, Litigation teams, Cloud Computing, Ministry Leadership, and other GOA teams as needed.

Change Management and Ministry Relations:

1. Initiate and build relationships with ministry partners and the team in a way that solicits trust. In particular, relationships need to be fostered with our internal business partners; IM, FOIP, Cyber Security, Litigation, Communications, etc.
2. Act as an advocate for ministry & internal business partners when interacting with other areas
3. Collaborate with senior leadership for the development of long term strategies to facilitate ministry & internal business partners to effectively meet their needs. Leverage strategies such as templates, workflows, and sandbox areas to provide a flexible, responsive, and standardized service.
4. Identify gaps in current service offerings and ministry needs. Work with partners to mitigate gaps in a manner that helps address business partner needs while maintaining standard service offerings
5. Recognize opportunities for business improvement through the use of technology, and bring these to the client's attention
6. Concentrate on implementing low-barrier, or self-serve models that let ministry & internal partners leverage our services as easily as possible in a safe, sustainable manner.

Service Delivery, consultation, and requirements understanding:

1. Collaborate with IMT resources, key stakeholders, and ministry partners to ensure priorities and issues are addressed in a timely manner.
2. Accountable for recommendations on continuous improvement of IMT services. This includes business analysis, stakeholder engagement, fit/gap analysis, and a strong awareness of internal and external environmental factors.
4. Stays current with technological developments in software development, systems support, and user support practices. Encourage the adoption of interim, medium, and long-term strategies for clients based of best practices.
5. Stays current with Information Management and Communications development, standards, policies, and best practices.
6. Assess clients' expectations and align expectations with capacity in an Enterprise environment; Utilizing existing platforms and infrastructure whenever possible instead of adding new capacity.

Lead requirement gathering, engagement, and consultation services

1. Engage with Leadership across all levels of the organization to ensure that Ministry Partner needs are being met in balance with the established governance.
2. Maintains alignment with cross-government ICT and IM standards and develops documented standards/ procedures that follow current industry best practices for implementation, including security compliance, Information Management compliance, and IT compliance.
3. Work with business area's to ensure that services delivered by the teams are meeting their needs, and that there is a clear understanding of the service model.
4. Supports clients through support of the IMT services, developing procedures and creating reporting mechanisms as required. Works with data & information custodians and departmental representatives to maintain and enhance information systems to establishing an environment that promotes end-user self-sufficiency.
5. Accountable for providing advice on how to implement controls that meet audit requirements

Provide Business Engagement guidance to the teams, and other staff by:

1. Advice & consultation on complex projects and activities that often involve multiple stakeholders
2. Participating in branch planning activities and coordinate with leadership team
3. Identifying opportunities to address gaps in delivery and consumption of services and how they relate with Information Management and Information Technology policies , compliance requirements, & legislation.

4. Foster an environment of growth by setting an example, coaching and mentoring team members in subject matter expertise area

5. Act as an advocate for the team when interacting with other support areas or projects

While prior AI experience is not required, we're looking for candidates with a strong interest in emerging technologies and a genuine enthusiasm for improving processes. The ideal candidate should be eager to learn AI applications and excited about using AI-powered tools to map out workflows, create process templates, and streamline communication. You'll use AI to help summarize stakeholder interviews, document meeting notes, and track key decisions.

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:

- 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.
- Escalations or communications can leverage manager level assistance as required.
- 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

Direct or indirect impacts of decisions:

- Decisions made can impact critical service delivery in a multi-ministry environment
- Latitude is afforded when making decisions, providing recommendations, planning, initiating and completing work based on business expectations, key stakeholder requirements, and technology requirements.
- This position provides advice and consultation with ministry stakeholders (at all levels) that have considerable impact and influence on decisions relating to TSO goals, directions, accountabilities, structure, resource allocation, and financial commitments. In addition, this position maximizes the effectiveness of business and IMT strategies by facilitating partnerships with government ministries and stakeholders to gain support for TSO projects and initiatives, facilitate, and promote initiatives that deliver measurable business value and outcomes.

- This position provides guidance to IT and business stakeholder groups on how to best deliver services based off partner service requirements.
- Recommendations made by this role in relation to service platforms can directly impact critical and vital information up to Protected C that are directly required for the protection of Albertans on a 24/7 basis.



Key Relationships

Major stakeholders and purpose of interactions:

Team members and leadership

- Provide insights into technical work, and get feedback for ongoing work
- Provide technical leadership to SA1, SA2 and other team members
- Provide architecture, support, and design recommendations to leadership

Various staff across all ministries and business areas in the GoA

- In responding to varied application maintenance and enhancement needs, and critical platform concerns

Service Alberta staff from multiple sectors

- Cooperate with to provide services such as: Database Administrators for problems with the databases, requesting database cross loads, and co-ordination of new and ongoing production issues; Infrastructure for Production access; Test Center to aid in their testing of modifications and enhancements; Production Operations to be available for inquiries regarding the smooth and efficient operation of the systems; Migrations to aid in the deployment of newer versions of the software;

Governance bodies including Governance, Change Advisory Boards, and various committees and groups

- Required for maintenance of services

Records Management / Information Management

- Critical interaction for job function, to properly align services to RM/IM requirements

Project Management Office

- Reporting progress and status for work for various projects supported by services

FOIP / Litigation team

- Responding to requests from various ministries to support FOIP and Litigation request against hosted services

Cyber Security Services

- Critical interaction for job function, to ensure platforms and services are secure

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:

PS4 Minimum Recruitment Standards apply:

University graduation in a related field plus 4 years progressively responsible related experience; or equivalent as described below.

Equivalency: Directly related education or experience considered on the basis of:

1 year of education for 1 year of experience; or

1 year of experience for 1 year of education.

- Requires a minimum of 7 years of progressive experience supporting a broad range of enterprise technology
- Strong knowledge of the business plans, mandates, strategic priorities, objectives and programs of TSO.
- ITIL Foundation certification is preferred
- Advanced understanding of Contact Centre as a Service (CCaaS) and Cloud technologies such as NICE CxOne and ServiceNow is an asset
- 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
- Must have project planning experience and superior technical abilities to manage implementation of services with software, hardware, and cloud components
- Ability to identify trends and make decisions based on data collected
- Should have strong interest in emerging technologies, a desire to learn and use Artificial Intelligence (AI).

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"> • Involves stakeholders and shares resources • Positively resolves conflict through coaching and facilitated discussion • Uses enthusiasm to motivate and guide others • Acknowledges and works with diverse perspectives for achieving outcomes 	<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 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 & ministry partners can experiment, grow, motivate & learn from each other safely.</p> <p>Close partnership with key stakeholders, in particular Information ensure service delivery is sustainable and meets their vision.</p>
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 	<p>Maintain a clear understanding of all internal and related services and how they can be leveraged most effectively to meet</p>

		<ul style="list-style-type: none"> • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization 	<p>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 methodologies to reduce business partner total cost of ownership and provides quick start up ability.</p>
Develop Self and Others	○ ○ ○ ● ○	<p>Encourages development and integration of emerging methods:</p> <ul style="list-style-type: none"> • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans 	<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 & IMT Partners</p>
Agility	○ ○ ● ○ ○	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and 	<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</p>

		takes action in uncertain situations and creates a backup plan	<p>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 adapt solutions as situations change.</p> <p>Strong understanding of risk and change management process and procedures.</p>
Systems Thinking	○ ○ ● ○ ○	<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 	<p>Have a detailed understanding of key stakeholder requirements and how Services can best be leveraged to meet stakeholder requirements.</p> <p>Work with business partners to demonstrate the value of the service they are receiving</p> <p>Provide business requirement documentation, exploration, consultation and advice in relation to</p> <p>Translate the needs of business, and related stakeholders to requirements developed by Analysts</p>

Benchmarks

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