Update

Ministry

Technology and Innovation

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:

The Infrastructure and Service Management Branch manages, operates and supports the information management technology (IMT) infrastructure and productivity tools, and manages the overall provision of technical services, incidents response, and IMT service requests for the Government of Alberta (GoA).

The Service Management Team ensures service management practices are established and utilized to support the effective delivery of the Service Catalogue, Service Design, a Service Management Office, Continual Service Improvement, Reporting and Survey Management, Knowledge Management, Service Communications, Organizational Change Management (OCM) and Training.

Reporting to the Service Design and Catalogue Manager, the Service Design Team Lead utilizes leadership skills, business analysis, service design and workflow design best practices to establish effective delivery of complex services within across the GoA. The position utilizes business analysis expertise to support the GoA service management platform that is utilized cross government, ensuring both business and technology related solutions adhere to standards, regulations and/or policies.

The Service Design Team Lead manages Complex (design services typically involving more than one team/ or one business area) Enterprise Service Management (ESM) design activities and deliverables related new, changing or decommissioning of products and services ensuring deliverables and targets are achieved. They ensure that the system supports business operations in a manner that meets both policy and client needs. This includes identifying requirements, designing workflows, recognizing design patterns, uncovering and designing end-to-end processes for service delivery, integrating services into standard processes, and developing and testing solutions.

The Service Design Team Lead plans, organizes and coordinates the development and delivery of project deliverables for the initiation phase through to implementation of a medium complexity product or service within the GoA service management platform. These activities typically encompass a thorough review and/ or re-engineering of policies, business rules, information requirements and supporting system processes, ensuring the objectives and schedules align with project and business goals.

A critical responsibility of this position is to lead design scrum meetings, manage product backlogs, monitor and assign tasks as necessary.

Responsibilities

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

Complex Enterprise Service Management (ESM) Design - Service Now
- Lead working groups for service design and continual improvement activities for development within the ServiceNow platform.
- Assess business/service requirements against ESM design patterns recognizing common and consistent ways of achieving objectives.
- Establish service workflow design components for new, changing or decommissioning of IMT and business services.
- Where new or changing IMT services or business services are being implemented:
    - Creates systems test strategy, plans and tests scripts for ESM configurations.
    - Conduct systems testing on all aspects of the functionality including business processes, information access, site links, security, navigation, reporting, etc.
    - Develop user acceptance testing strategy and plan.
    - Manage UAT process, determine participants, provide tester training and manage issue resolution process.
    - Identify where Decision and Change requests are required and complete the documentation.
- Develop and modify as built documentation for services within the ServiceNow platform
- Conducting gap analysis and assessments to identify the delta between service management platform upgrades
- Assisting with the design, development and implementation of ServiceNow solutions.
- Developing and executing test scripts for ESM workflows and configurations.
- Preparing for and facilitation of workshop sessions including demonstrating ServiceNow platform capabilities.
- Providing support for existing ESM workflows and recommending opportunities for enhancements.
- Design of request forms for fulfillment of services that maximize usability and end user experience.

Lead a team of Service Design Analysts:

- Creating an environment of trust, open communication and creative thinking.

- Supporting road-maps for strategic, operational and tactical work.

- Reviewing and evaluating Performance Agreements and Performance Management.

- Mentoring and coaching team members or career development.

- Establishing goals and objectives for the team and monitoring progress towards achievement.

- Collaborating with team under tight deadlines to drive the resolution of high and critical requests.

- Providing support to team members by developing action plans for issues identified.

- Ensuring team members have the necessary tools needed to be effective in their work.

- Identifying work required and maintaining team focus to meet Customer requirements.

- Organizing staffing requirements and business processes augmentation to accommodate operational, and management priorities.

- Managing activities to on-board new hires, and provide support during transition.

Business Analysis
- Translate business requirements for systems development ensuring program objectives, business rules, organizational policies, and user needs are addressed.
- Provide analytical and business support to various projects in the form of research and, analysis. Incumbent requires competence in a broad spectrum of skills and is required to handle confidential information sensitivity, working under minimum supervision.
- Assess proposed business opportunities for viability and feasibility within the ESM platform.
- Identify, research, and incorporate applicable governing policies and regulations; develop processes within these frameworks.
- Research user security requirements, identify security implementation changes required and design access accordingly.

Project Coordination (Large Development)
- Drawing on knowledge of business and client needs, business process design and project experience, support project management from inception to completion.
- Provide input on project schedule plans, strategies and resource requirements.
- Monitor work plans for completion of project tasks.
- Develop and manage risk assessment and mitigation plan. Monitor and control risks throughout the project
- Validate application functionality built by developers within ServiceNow platform ensuring designs meet business specifications.
- Develop post implementation review strategies.
- Monitor test activities to ensure system functions are accurately developed and meet business requirements.
- Identify and manage production transition issues.
- Administer the change management process to effectively manage and respond to change requests.
- Provide status reporting as required.

Service Transition Management
- Manage the organization changes from enabling technology and business process re-engineering.
- Design and facilitate change management activities to ready users for the new business processes and tools
- Support training for on-boarding projects as required.
- Develop quality assurance processes to ensure data integrity

- Design, develop and deliver quality presentations to multiple user groups and audiences.
- Provide post implementation support by monitoring, responding to client inquires and addressing issues raised
- Manage transition to enhance user awareness and acceptance by developing user communication, presentations, procedures, reference materials, and knowledge articles.

Problem Solving

Typical problems solved:

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

Types of guidance available for problem solving:

Team members, and the Manager are available for consultation. Also leveraging the broader Service Management team for expertise and input.

Direct or indirect impacts of decisions:

This position is expected to work within established guidelines and frameworks, applying good discretion when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements. The impacts of not doing so would have a negative effect on the delivery of services to business and have a financial impact to the GoA due to implementation delays and re-work.

Key Relationships

Major stakeholders and purpose of interactions:

Service Design & Catalogue Manager, Daily to Weekly: Information sharing, receive direction, give advice, resolve issues, status reporting - two way exchange.

Service Design & Catalogue Team, Daily: Contribute to planning, information sharing, support on initiatives, development of skills and capacity, job shadowing.

Service Management Platform Team, BTO, Daily to Weekly: Project collaboration, implementation of workflows and service design requirements within Service Now.

ISM/BTO staff, Daily: Common needs, project collaboration, information sharing, service workflow design guidance, IMT issue resolution development, resource allocation, IMT solution or enhanced capacity proposals.

Ministry Clients (All levels), As required: Recipients of IMT services, provide consultation, advice and recommendations; requirements gathering, project collaboration, understand business processes.

Program/Project Steering Committees, As required: Information sharing, status reporting.

Vendors, As required: Common needs, project collaboration, information sharing, service workflow design guidance, IMT issue resolution.

Other Jurisdictions, As required: Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities.

Required Education, Experience and Technical Competencies

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

Information Management Technology

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

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.

- Experience and knowledge in Service Design principles, User Interactive Design, Service Level Management, Service Transition and Service Catalogue management and associated methodologies.
- Experience and knowledge of Service (ServiceNow).
- Knowledge/certification - ITIL and/or COBIT.
- Knowledge of the expected IT services and related future directions of technology in the GoA.
- Knowledge of Alberta Government goals, strategies, priorities and initiatives, particularly as they relate to the mandate of IMT.
- Demonstrated ability to encourage innovative approaches and question existing ones to ensure the most effective and efficient outcomes delivered.
- Demonstrated ability to develop and maintain collaborative working relationships within the organization, across government and with stakeholders including the ability to balance the needs and interests of these diverse groups and facilitate the delivery of coordinated technology.
- Ability to analyze, evaluate, identify problem areas and create innovative solutions to address issues identified.
- Excellent communication skills, both verbal and written, including very good consultation, facilitation and presentation skills.
- Knowledge of privacy and security related legislation.
- Critical thinking, problem-solving and decision-making skills.
- Ability to prepare professional presentations and training materials and conduct training sessons.
- Ability to investigate, identify and solve problems quickly and efficiently.
- Strong IT and analytical skills including understanding data validation, quality assurance and quality control processes.
- The ability to work well in a team environment, take direction, mentor junior employees and work within deadlines is essential.
- Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.
- Supervisory/Team Leader skills.

- Excellent proficiency with standard business software tools.
  - Ability to function under pressure on several tasks simultaneously and to meet timelines.
  - Ability to communicate effectively with individuals having varying degrees of expertise.
  - Knowledge of Service Management applications.
  - Knowledge in system and software development and methodology.
  - Knowledge of acceptance testing techniques, including the ability to think like a system user and a business user.
  - Ability to understand/capture business needs and processes to make appropriate decisions.
  - Ability to drive and implement business process change.
  - Self-motivated problem solver with a desire to identify issues and formulate solutions that reduce risk and align with organizational strategies.
  - Ability to adapt to ever changing workload priorities and events and effectively re-prioritizing or deferring tasks in line with operational and strategic goals.

- The ability to work well in a team environment, take direction, mentor junior employees and work within deadlines is essential.

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	Evaluates potential solutions and considers implications. Understands complex environments and can anticipate how each component could be impacted when making changes.
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	Able to work independently or with a team to resolve complex problems. Pro-actively identifies and implements efficiencies. Performs root cause analysis and identifies preventative measures.
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 • 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	Able to adapt approach to a situation in an environment where variables frequently change. Able to make decisions and communicate under pressure. Understands barriers and can innovate to overcome challenges.

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	Ability to develop networks with stakeholder and vendors and maintains effective relationships.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	Ability to set goals (individual and shared) and breakdown goals into achievable outcomes. Understands barriers to goals and can work to overcome roadblocks.

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Subsidiary 2 Benchmark Job Description - 024PS55