

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Requested 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**Job Purpose and Organizational Context**

Why the job exists:

The Platforms Branch enables product teams to deliver digital services more efficiently by providing shared capabilities such as identity verification, authentication, access control, messaging, payments, and access to common data. Within the branch, Product Operations leads onboarding, change management, stakeholder coordination, and operational support for platform products and digital services.

Reporting to the Manager, Product Operations, the Analyst implements onboarding, change management, incident follow-up, and business relationship management activities that support identity and access management services in production and pre-production environments. The position helps relying parties understand technical and operational requirements, navigate service changes, and work within established practices that support secure, consistent service delivery.

The role supports high-impact products and services such as Alberta.ca Account and related identity and access capabilities used by online government services. It works across business and technical audiences to maintain stakeholder engagement, current operational information, technical support materials, and practical service guidance, including AI-enabled approaches that improve analysis, communications, and service support while maintaining human judgment and protection of sensitive information.

Responsibilities

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

1. Operationalize onboarding processes for Platforms product and digital services (e.g., Alberta.ca Account, eServices).

- Develop and maintain onboarding materials such as product overview presentations, support models, service level information, data maps, integration requirements, access models, technical pre-requisites, environment-readiness guidance, and communication materials.
- Document onboarding steps, roles, responsibilities, communication channels, integration checkpoints, testing requirements, support processes, and information-transfer requirements so relying parties understand how to engage with the service.
- Support relying parties in interpreting technical onboarding requirements such as authentication flows, account lifecycle considerations, authorization patterns, service dependencies, role or group-based access models, and escalation pathways.
- Coordinate onboarding activities between relying parties, product teams, support teams, Cybersecurity partners, and other internal stakeholders, including review of submitted information to identify gaps or follow-up needs.
- Use AI-enabled tools to support onboarding work, including drafting technical guidance, summarizing stakeholder information, identifying common onboarding questions, preparing plain-language explanations, and organizing reusable content, while validating outputs before use.
- Document and maintain stakeholder records, including business contacts, technical contacts, service dependencies, integration status, access requirements, and support pathways.

2. Operationalize change management practices for Platforms products and digital services.

- Develop and maintain change management materials such as change overviews, bug-reporting guidance, release schedules, environment-readiness notes, technical impact summaries, stakeholder communications, and support information for major releases.
- Document change management steps, roles, responsibilities, timelines, technical dependencies, expected impacts, stakeholder actions, testing requirements, fallback considerations, and follow-up activities.
- Engage relying parties and identify the appropriate business, operational, technical, cybersecurity, and support audiences for proposed changes.
- Support user acceptance testing, regression testing, and service-readiness activities by confirming access, tracking participation, documenting results, identifying patterns, and connecting stakeholders with appropriate internal teams.
- Assist with triage of service issues and integration-related problems by gathering technical details, reviewing available documentation, identifying patterns, documenting impacts, and coordinating escalation.
- Use AI-enabled analysis to summarize incident notes, group recurring issues, identify service-impact themes, draft technical questions for follow-up, and prepare operational summaries for review.

3. Work with the Alberta.ca Account Contact Centre and service partners to improve user experience of high impact services.

- Facilitate or participate in regular meetings with Contact Centre representatives and other support partners to identify emerging issues, monitor trends and business cycles, understand user pain points, and support issue follow-up.
- Analyze Contact Centre reporting, support tickets, recurring questions, escalation themes, and service feedback to identify operational and technical improvement opportunities.
- Prepare updates and practical recommendations for management based on support findings, service trends, operational data, recurring technical issues, and stakeholder impacts.
- Serve as product owner or operational lead for approved continuous-improvement work identified through Contact Centre analysis, support reporting, or stakeholder feedback.
- Participate in AI-enabled service improvement projects, such as chatbot improvements, draft-response generation, knowledge-base improvements, inquiry classification, theme analysis, and staff-assist tools.

- Collaborate with product, technical, and support teams to translate recurring service issues into practical improvements to documentation, workflow, communications, support scripts, or operational procedures.

4. Engage with potential future stakeholders who may benefit from Platforms' products and digital services, or who may offer benefits to current stakeholders if integrated.

- Identify opportunities for growth in services within and outside the Government of Alberta.
- Contribute to annual strategic engagement activities with external stakeholders, including educational sessions, technical briefings, demonstrations, conventions, trade shows, networking events, or service-discovery discussions.
- Develop educational materials for external stakeholders such as presentations, handouts, integration guides, technical-readiness checklists, helpful hints, and reference resources.
- Support early technical discovery conversations by helping clarify stakeholder needs, service dependencies, access requirements, expected volumes, support expectations, and readiness considerations.
- Use AI-enabled tools to help prepare stakeholder materials, summarize engagement notes, identify recurring needs, draft technical FAQs, and organize follow-up actions.
- Maintain awareness of emerging trends, AI-enabled service delivery practices, automation opportunities, and stakeholder needs that may inform future operational improvements.

5. Assist the unit and branch to achieve goals in line with department and government priorities and stakeholder needs.

- Implement operational plans and adjust workflow priorities as needed.
- Provide advice and recommendations to management to support decision-making and shape operational responses.
- Participate in unit and branch planning and reporting and contribute to materials such as action requests, briefing notes, cabinet reports, Auditor General recommendation responses, operational summaries, technical-readiness updates, and service-improvement reports.
- Represent unit or branch perspectives at events and on working groups and committees.
- Contribute operational and technical input to service support documentation, process improvements, implementation planning, issue triage, and stakeholder communications for identity and access services.
- Support continuous improvement of internal workflows through practical use of AI, automation, structured templates, reusable prompts, knowledge-management practices, workflow tools, and service data analysis.

Problem Solving

Typical problems solved:

- Completing and compiling research or background information into meaningful content, templates, technical guidance, presentations, operational summaries, reports, and stakeholder materials for branch leadership or service partners.
- Working with relying parties to guide them through onboarding, change management, user acceptance testing, regression testing, service-readiness activities, technical clarification, and issue follow-up.
- Interpreting service feedback, support tickets, incident information, testing outcomes, and operational trends to identify practical improvements and recommend next steps.
- Reviewing non-routine technical or operational questions from relying parties and identifying when an issue can be resolved through existing guidance, when configuration clarification is needed, and when escalation is required.
- Using AI-assisted drafting, analysis, summarization, ticket review, information retrieval, and pattern identification tools productively while checking for accuracy, sensitivity, relevance, hallucination risk, and operational fitness.
- Translating technical information into clear business-facing explanations and translating stakeholder needs into structured technical or operational follow-up.

Types of guidance available for problem solving:

- Guidance is available from branch management and leadership, established operational practices, product documentation, technical reference materials, service standards, support procedures, security and privacy expectations, and lessons learned from previously implemented processes.
- Information sharing with peers and other members of the Platforms team supports day-to-day problem solving.
- Product teams, delivery teams, Cybersecurity partners, enterprise service teams, and support teams provide subject matter guidance for specialized technical, security, or platform issues.
- The Analyst uses judgment to determine how best to resolve issues, what information is needed, which stakeholders should be involved, and when escalation is required.
- More complex issues are escalated to the Manager, product teams, Cybersecurity partners, architecture resources, or specialized technical partners for additional guidance.
- Guidance for AI-enabled work includes existing policies, privacy and security expectations, operational procedures, approved data-handling practices, management direction, and review by subject matter experts when higher-risk use cases arise.

Direct or indirect impacts of decisions:

Externally:

- The role affects relying parties' quality of delivery for their online services by providing guidance and assistance in onboarding, testing, change management, technical-operational support, and service-readiness activities.
- The role contributes to the quality and consistency of stakeholder understanding of identity and access service requirements, implementation expectations, testing needs, support pathways, and operational responsibilities.
- The role influences the effectiveness of stakeholder communications and support materials, including AI-assisted content that must be reviewed for accuracy and appropriateness before use.

Internally:

- The role affects the quality of engagement, communication, change management, technical onboarding, and operational support practices used by Platforms to deliver its products.
- The role supports information sharing within the unit and across the branch through current operational materials, service records, technical guidance, reporting, and knowledge-management practices.
- The role contributes to more efficient service operations by identifying recurring issues, improvement opportunities, automation candidates, and AI-enabled supports for staff and stakeholders.
- The role influences how effectively AI-enabled tools are used in operational work by contributing to practical, well-governed adoption that improves efficiency without weakening accountability, service quality, privacy, or information handling.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Peers: share information, collaborate on onboarding and change management activities, provide back-up support, work through technical-operational scenarios, and help develop tools, reports, templates, prompts, guidance materials, and operational practices.
- Manager and Director: provide updates and reports, raise operational improvement opportunities, escalate issues, identify possible solutions, and seek guidance on higher-risk operational, technical, stakeholder, or AI-enabled activities.
- Product, delivery, architecture, and support stakeholders: collaborate on service changes, technical clarifications, issue resolution, implementation readiness, service dependencies, testing activities, documentation, and operational improvements.
- Cybersecurity, Privacy and other specialized partners: provide or seek advice when issues involve security expectations, sensitive information handling, technical risk, data protection, or higher-risk scenarios.
- Contact Centre and service support partners: share issue trends, test support materials, improve knowledge-base content, assess AI-assisted service supports, and coordinate follow-up on recurring service issues.

External

- Relying parties: maintain ongoing communication to support onboarding, testing, change management, technical-operational readiness, and consistent service practices.
- Technical and business contacts from stakeholder organizations: coordinate integration readiness, issue follow-up, implementation planning, support expectations, service communications, and technical clarification.
- Potential future stakeholders: support service-discovery conversations, technical-readiness discussions, and awareness of service capabilities.
- Vendors or external service partners, where applicable: support issue follow-up, implementation coordination, or information gathering within established processes and with appropriate oversight.

Required Education, Experience and Technical Competencies

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

If other, specify:

Public Administration, Business, Arts

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

- Familiarity with change management practices.
- Strong interpersonal and communication skills.
- Strong customer-service focus.
- Experience supporting operational coordination, onboarding, stakeholder engagement, service delivery, or change activities in a program, platform, product, or technical service environment.
- Ability to develop and maintain process documentation, stakeholder-facing materials, technical guidance, operational reference content, knowledge-base material, and reusable templates.
- Working knowledge of identity and access management concepts such as authentication, authorization, credential lifecycle, user lifecycle, access provisioning, role-based or group-based access, identity proofing concepts, federation, and service access patterns.
- Familiarity with technical integration concepts such as APIs, service environments, test data, configuration dependencies, release impacts, support models, technical readiness, and structured troubleshooting.
- Experience supporting technical onboarding, integration requirements, testing coordination, environment-readiness activities, or operational readiness for digital services.
- Ability to interpret and communicate technical requirements to non-technical stakeholders and translate business needs into clear operational or technical follow-up.
- Experience gathering issue details, supporting triage, documenting impacts, identifying patterns, and coordinating resolution with technical teams.
- Familiarity with service support tools, ticketing processes, shared documentation repositories, workflow tracking, knowledge-management systems, and structured operational records.
- AI fluency, including practical use of generative AI and agentic tooling for drafting, summarization, analysis, structured retrieval, issue classification, stakeholder communications, knowledge-base support, and routine operational tasks.
- Ability to develop, test, and refine prompts or AI-assisted workflows for operational use, including documenting assumptions, validating outputs, and identifying when human or SME review is required.
- Ability to validate AI outputs for accuracy, hallucination risk, sensitivity, source alignment, security implications, and appropriateness before use in operational or stakeholder-facing work.
- Process automation literacy, including awareness of workflow automation, digital forms, structured intake, rules-based routing, ticket classification, reporting automation, and related patterns that may affect staff work and service operations.
- Awareness of privacy, cybersecurity, records management, and information-handling considerations related to AI-enabled and automated operational work.

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 	<p>Considers how onboarding, change management, access processes, stakeholder communications, support trends, and technical dependencies interact across platform services. Understands that changes to identity and access services can affect relying parties, users, support teams, cybersecurity considerations, and operational continuity.</p>
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"> • 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 	<p>Identifies and manages required change and associated risks and stays focused on goals in changing situations, including when adapting to new tools, technical requirements, stakeholder needs, AI-enabled practices, and work methods. Adjusts approach when new technical information, operational constraints, support trends, or stakeholder impacts emerge.</p>
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 	<p>Works to exceed goals, plans effectively, and partners with others to achieve outcomes. Tracks onboarding, change, testing, issue follow-up, documentation, and improvement activities to completion. Uses operational data, support trends, stakeholder feedback, and AI-assisted analysis to identify practical actions and improve service delivery.</p>

Build Collaborative Environments



Collaborates across functional areas and proactively addresses conflict:

- Encourages broad thinking on projects, and works to eliminate barriers to progress
- Facilitates communication and collaboration
- Anticipates and reduces conflict at the outset
- Credits others and gets talent recognized
- Promotes collaboration and commitment

Collaborates across functional areas, supports communication, and helps reduce conflict and barriers to progress. Builds effective working relationships with business, technical, product, cybersecurity, support, and stakeholder contacts. Shares knowledge, templates, guidance, and lessons learned to improve consistency across identity and access service operations.