

## Update

Ministry

Tourism and Sport

### Describe: Basic Job Details

#### Position

Position Name

Business Systems Coordinator

Classification

Administrative Support 4

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

Heritage/Royal Tyrrell Museum/Op&Finance

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

A/V technical support

Responsibilities Removed:

#### Job Purpose and Organizational Context

Why the job exists:

The Business Systems Coordinator manages and optimizes the Royal Tyrrell Museum's ticketing system, currently the Advanced

Ticketing Management System (ATMS), to ensure accurate pricing, scheduling, transactions, and reporting. Operating within the Visitor Services and Alberta Government's IT framework, the role maintains all point-of-sale systems and equipment and serves as the primary back-up for preparing cash floats and daily deposits.

As the Museum's information technology site contact, the Coordinator oversees hardware and software inventories, coordinates equipment life-cycle upgrades, and proactively supports system integrations, including emerging tools such as artificial intelligence to improve operational efficiency. The position also provides audio/visual technical support for Museum programs and activities. By ensuring stable, reliable, and well-integrated systems, the Business Systems Coordinator plays a key role in supporting both an excellent visitor experience and smooth internal operations.

## Responsibilities

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

### 1. Reliable and Optimized Ticketing System Operations

Ensures the Museum's ticketing system (ATMS) operates accurately, efficiently, and in alignment with Visitor Services and revenue processes, enabling smooth financial transactions and reliable reporting.

- Administers ATMS configuration, including security, pricing, scheduling, online sales, discount entries, and software updates.
- Investigates system capabilities, tests new features, and recommends enhancements to improve operational effectiveness.
- Troubleshoots transactional errors and supports accurate reporting.
- Generates and interprets system reports.
- Supports ATMS training for year-round and seasonal staff.
- Documentation of procedures and ATMS guides.

### 2. Effective Management of Point-of-Sale (POS) Systems and Equipment

Maintains functional and dependable POS hardware and related equipment within established IT and operational standards, ensuring Visitor Services staff can deliver seamless front-line service.

- Monitors, maintains, and updates POS hardware and peripherals.
- Trains Visitor Services personnel on POS troubleshooting and best practices.
- Coordinates repairs, upgrades, and vendor/IT collaboration.
- Serves as primary back-up for preparing cash floats and daily deposits.
- Act as the branch Merchant Account Owner (MAO), ensuring PCI-compliant payment operations, staff training, secure POS environments, and required reporting.

### 3. Coordinated IT Site Support and Technology Lifecycle Management

Provides on-site coordination and support for technology needs, ensuring Museum staff have stable, secure, and up-to-date hardware and software tools to perform their duties.

- Manages hardware/software inventories and IT asset records.
- Facilitates equipment evergreening, procurement, new deployments, network access and terminations, security permissions and roll outs. Assists with computer equipment and software disposition.
- Liaise with Museum personnel and IT providers to resolve issues.
- Supports integration of new technologies, such as artificial intelligence tools, to streamline internal workflows.
- Oversees network-based Museum-wide phone system and government cell phones.

### 4. Audio/Visual Technical Support

Provides dependable audio/visual and technical assistance for Museum programs, meetings, and events, ensuring a professional and high-quality experience for staff, stakeholders, and visitors.

- Sets up, maintains, and troubleshoots audio/visual equipment for programs and events.
- Troubleshoots day-to-day staff technical needs, escalating to Service Alberta as needed.
- Ensures all technical resources are prepared and functioning properly.

## Problem Solving

Typical problems solved:

The Business Systems Coordinator resolves operational, technical, and system-integration issues affecting visitor services, financial accuracy, and internal processes.

Typical problems include:

- Diagnosing and resolving ticketing system (ATMS) issues related to pricing, scheduling, sales, and reporting by analyzing configurations and implementing corrections.
- Investigating and reconciling financial discrepancies to ensure accurate reporting and compliance with internal controls.
- Troubleshooting point-of-sale (POS) hardware and software failures and coordinating timely repairs to maintain uninterrupted service.
- Coordinating with IT providers and Alberta Government teams to resolve network, access, and system integration issues, translating business needs into technical solutions.
- Supporting implementation of new technologies, including system upgrades and AI tools, through testing, troubleshooting, and workflow adaptation.
- Resolving user issues with systems or audio/visual equipment to ensure smooth program delivery.

Types of guidance available for problem solving:

Problem solving is guided by established government policies, financial controls, IT standards, and vendor (e.g. Vantix Systems) support. This includes ATMS system procedures, PCI compliance requirements, Visitor Services operational guidelines, and Government of Alberta IT protocols.

Technical issues are supported through collaboration with Service Alberta, external vendors, and internal subject-matter experts. While procedures exist for routine processes, the position frequently exercises independent judgment when addressing system issues, integrating new technologies, and adapting solutions to evolving operational needs.

Direct or indirect impacts of decisions:

The Museum's ticketing system (ATMS) supports a wide range of operational and strategic areas including Admissions, Bookings, Marketing, Finance, Management reporting, Communications, Research, and the Cooperating Society's Membership Program, making its reliability essential to Museum success. Effective daily management of this system is critical to service quality and operational accuracy.

The incumbent leads exploration and advancement of electronic processing tools, with best practices often adopted across the Heritage Division. The role requires creativity and analytical judgment to match ATMS functionality with emerging business needs while supporting diverse users.

With the Museum welcoming over half a million visitors annually, the continuous improvement of point-of-sale systems is essential to maintaining efficient operations and high customer satisfaction.

As the Museum's IT site support contact, the position interacts extensively with internal staff, external vendors, and Government of Alberta information management teams.

**Key Relationships**

Major stakeholders and purpose of interactions:

This position interacts daily with the Visitor Services and Bookings staff, preparing cash floats, reviewing ATMS transactions, and supporting POS terminals. Frequent contact is required with Branch management to provide required ATMS reports. Periodic contact with external vendor (Vantix Systems) and Service Alberta necessary to resolve issues, complete updates and ensure ATMS is functioning at peak levels. The Business Systems Coordinator interacts on occasion with almost all Museum staff in order to support their IT needs and recommend software to advance their work.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma			

If other, specify:

IT related course work an asset.

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

- Technical aptitude for learning and working with software and hardware systems.
- Experience with POS systems and ticketing/transactional systems; ATMS knowledge is an asset.
- Strong analytical and problem-solving skills.
- Excellent written and verbal communication skills.
- Proficiency with Microsoft Office.
- High attention to detail in configuration and reporting.
- Ability to collaborate with staff, vendors, and government technical teams.

**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"/>	Considers inter-relationships and emerging trends to attain goals: • Seeks insight on implications of different	

		<p>options</p> <ul style="list-style-type: none"> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	
Develop Networks	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Makes working with a wide range of parties an imperative:</p> <ul style="list-style-type: none"> <li>• Creates impactful relationships with the right people</li> <li>• Ensures needs of varying groups are</li> </ul>	

		represented <ul style="list-style-type: none"><li>• Goes beyond to meet stakeholder needs</li><li>• Ensures all needs are heard and understood</li></ul>	
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