

Job Description – Common Government

New (or Update)

Ministry – Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters):

Manager Operations - Supply Chain Management (SCM)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Organizational Context:

1GX Center of Excellence (CoE) manages and oversees the performance of the Government of Alberta's (GoA) enterprise resource planning (ERP) solution, 1GX. The CoE has overall accountability for service delivery and associated contract and vendor relationship management. 1GX is the core ERP solution for GoA functional areas including human capital, supply chain, financial, and treasury management. 1GX CoE also provides strategic leadership for the ongoing enhancement and development of 1GX applications to meet the GoA's evolving mission and continually changing business environment.

Job Purpose and why the job exists:

The Manager, Operations oversees a team Business Analysts that provide in depth analysis and project leadership in support of 1GX operations and the 1GX production environment. The Manager and their team are considered subject matter experts in one of the following functional areas: Human Capital Management (HCM)/Payroll, Finance, or Supply Chain Management (SCM).

The Manager is responsible for the management of projects related to 1GX solution (modules and applications). The position works directly with project sponsors, 1GX clients, application service providers, and other areas of 1GX to define project goals, objectives, timelines, charters, benefits, and governance as appropriate. In addition to managing project teams to plan, develop, deliver, and transition 1GX application enhancements, and re-engineering initiatives into operations, the Manager ensures issues associated with projects are identified and resolved, develops risk management and mitigation plans, manages the expectations of project stakeholders, and project reporting. In addition, the Manager provides the overall leadership and expertise relating to business analysts and other staff assigned to projects.

The Manager proactively engages with a broad and diverse group of internal and external stakeholders to ensure business requirements are considered, business impacts and risks are identified, and solutions proposed by service providers are appropriate, effective, cost efficient and consistent with corporate strategic directions. The Manager provides the overall project leadership to applications initiatives, providing the Director with reliable and evidence-based information and recommendations to support informed decisions relating to proposed 1GX projects. The Manager provides input to the development of project business cases, business analysis, process models / maps, project definitions, and requests for proposals.

Responsibilities

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

1. Provide operational leadership for 1GX application implementation projects, working with the application service provider and 1GX clients to plan, develop, and deliver major additions, enhancements, and re-engineering initiatives pertaining to the applications.

- Manage a team of subject matter experts that provide analysis and project management leadership in support of the 1GX solution (modules and applications), specific to their functional area (HCM or FIN or SCM).
- Oversee the in-depth analysis, configuration, design, testing support, quality assurance, and implementation of 1GX application upgrades, releases, modules, and functional enhancements.
- Ensure client business requirements are considered, business impacts and risks are identified, and solutions proposed by service providers are appropriate, effective, cost efficient and consistent with corporate strategic directions.
- Manage the corrective, preventive, and adaptive maintenance, and enhancements to 1GX modules.
- Manage and champion development of business and application process improvements through use of new, enhanced, and unused 1GX application features and functions.
- Provide expertise and guidance to Business Analysts, other unit staff and service providers in relation to resolving complex problems in production and other environments (e.g. user acceptance testing, data warehouse), including security, changes to functionality, disaster recovery, etc.
- Provide operational leadership in the ongoing support and maintenance for 1GX applications, including oversight of application operation and maintenance plans and schedules in relation to 1GX annual and strategic roadmaps.
- Lead changes to 1GX applications, including development and implementation of receipt, evaluation, approval and prioritization processes related to requests from the user community and associated direction to service providers.
- Provide operational direction for provision of 1GX application support and services for clients.
- Work in collaboration with the Strategic and Operational Excellence whose team operationalizes the 1GX application projects.

2. Provide operational leadership and subject matter expertise in technical components of 1GX applications projects, including new modules, upgrades, enhancements, and transitions.

- Oversee 1GX applications projects in accordance with established project management practices and in alignment with GoA strategic direction and applicable policies, agreements and standards.
- Manage implementation phases for projects, including execution of activities in accordance with project plans, monitoring projects and making necessary adjustments, managing reporting project activities, and reviewing quality of work of the Business Analysts to ensure project standards are met.
- Collaborate with the 1GX Business and Information Excellence (1GX B&IE) team in relation to organizational readiness, communications, and training functions associated with projects.
- Collaborate with 1GX Strategic & Operational Excellence (1GX S&OE) to coordinate resources for 1GX projects, roadmap, processes, change management and unit activities.
- Work closely with 1GX S&OE team to develop RFPs and other documents to solicit project resources and services as required; participates in evaluation of proposals to determine vendors and develop contracts.
- Collaborate with 1GX S&OE and 1GX B&IE teams to ensure business processes associated with projects are developed to support transition to operations.
- Supports 1GX S&OE team during Audit periods.
- Collaborate with the Service Alberta's IT Division to coordinate joint projects, impacts, and deliverables.

3. Provide expert advice, support, and recommendations to the Director and Executive Management.

- Provide leadership and expertise to Business Analysts and other unit staff working on projects.
- Working with the 1GX S&OE team, support the development of the 1GX strategic, business, and operational plans, policies, standards, and reports.
- Ensure 1GX P&TE Director is informed of relevant and emergent issues and supports development of briefings, action request responses, and recommendations.
- Support responses to information requests and other enquiries and provides the 1GX P&TE Director with support for decision-making by preparing input to correspondence, briefing notes, reports, and recommendations and presentations.

4. Build collaborative relationships, develop networks, and bring people together with both internal and external stakeholders.

- Build and maintain collaborative relationships with government stakeholders, the 1GX solution integrator and other service providers, including responding to requests for advice and guidance and providing recommendations for issues, challenges and opportunities associated with the 1GX solution and its various modules.
- Work with business community clients to increase knowledge and expertise of 1GX applications functionality and related cross-government business application processes (e.g., participating in meeting and committees, delivering presentations, communicating with key stakeholders).
- Actively participates in internal and external committees, teams, and working groups.

5. Provide leadership, coaching, and mentoring to a team of professionals and administrative staff.

- Provide sound, supportive, and effective HR management of staff, including a commitment to innovation, professional excellence, self-development, and learning.
- Provide professional development opportunities (performance plans, training and development plans, succession plans).
- Provide clarity regarding purpose, goals, priorities, objectives, and roles.
- Support principles and team values including respecting and empowering team members, accountability for actions, integrity, innovation, and continuous improvement to achieve excellence.
- Lead section business planning process to identify goals, meaningful performance measurements, targets, and actions ensuring alignment of the unit plan with the Division and Ministry vision.
- Manage resources allocated including any associated budget, contract funding, etc.
- Support the Director by assuming acting Director role, as required.

Problem Solving

Typical problems solved:

The Manager provides operational leadership and guidance for a team of approximately 6 subject matter expert Business Analysts performing in depth analysis and project leadership, related to their functional area of expertise (HCM or FIN or SCM). The Manager must be able to understand the business needs of various ministry partners and stakeholders which may be internal or external to government. The Manager also lead large and complex projects with potentially government wide impact and works with various ministries requiring knowledge of several different technical areas and government processes. The role requires subject matter expertise in the provision of comprehensive services essential to the ongoing delivery of operations of 1GX, leading their team in the application of project management methodologies including major configuration, enhancements, and re-design. The Manager coaches staff and ministry partners in 1GX applications. Due to the integrated nature of the 1GX solution and processes, the position operates in multi-stakeholder environment and is required to collaborate and liaise with functional and technical teams within 1GX as well as other shared service functions across the GOA. Many of the challenges presented are new and unprecedented.

Types of guidance available for problem solving:

The position works independently but has access to the Director for assistance for non-routine issues as well as other Managers in the area.

Direct or indirect impacts of decisions:

The Manager ensures 1GX applications are supported for both internal and external processes.

Key Relationships

Major stakeholders and purpose of interactions:

Engage with stakeholders to ensure operational excellence with 1GX applications:

1GX clients include:

- Treasury Board & Finance,
- Office of the Controller,
- Pay and Benefits/Finance/Supply Chain Management,
- Public Service Commissioner,
- GoA ministries, Agencies & Boards,
- other external government entities e.g., Independent Legislative Offices (ILO),
- 1GX users.

Also collaborate with:

- Branch/Division Management/Executive Management – Work on projects/seek guidance and direction,

- Staff – provide coaching, mentorship.

Required Education, Experience and Technical Competencies

Education Level

University Degree in a related field, such as business management, business analysis, computer systems plus a minimum of four (4) years of progressively responsible work experience or diploma in a relevant field plus six (6) years of related experience.

Equivalences will be considered on the basis of one year of education for one year of experience or one year of experience for one year of education.

Focus/Major

Business Management, Business Analysis, Computer Systems or related

2nd Major/Minor if applicable

Designation

If other, specify:

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

Experience in one or more of the following will be considered as an asset:

- Subject matter expertise in one of the following functional areas: finance, human capital management, supply chain management or treasury.
- Experience in SAP / S4/HANA and / or other ERP applications such as SuccessFactors, Ariba, Concur, and Kyriba.
- Technical knowledge and experience in S4/HANA, and / or Ariba, Concur, Kyriba, SuccessFactors, OpenText
- Experience in project management principles, methodologies, processes, and best practices
- Experience in system design, including business process requirements with consideration for cost, audit requirements and practicality
- Experience in a large, public-sector environment
- Certified Business Analysis Professional designation
- Project Management Professional designation

The Manager, Operational Excellence requires a demonstrated knowledge of:

- Project management framework, methodologies, and best practices, including those related to planning, project management, resource management, risk analysis, controls, issues management, and progress monitoring and reporting.
- Cloud solution, ERP systems and application development and enhancement methodologies, practices, and tools.
- Project and system development lifecycle, including change, transition, and implementation management concepts.
- Stakeholder consultation and engagement principles.
- 1GX applications and data, including interactions between various modules and components of the solution (finance, human capital management, supply chain management and treasury).
- 1GX solution access and permissions management frameworks, segregation of duties, governance and risk management, quality assurance, user acceptance testing and test environment management, data scrambling, application security and privacy, system integration and performance, 1GX controls framework, service request management, key performance indicators, etc.
- Budget and planning knowledge

The Manager requires an awareness of:

- Government business plan goals, strategies, and priorities associated with corporate 1GX applications and strategic roadmap.
- Ministry mandate, business and operational plans, business areas, and organization structure.
- GoA enterprise architecture definitions, standards, and guidelines.
- The political environment within which the Ministry operates and government decision-making processes.
- Applicable legislation, regulations, policies, guidelines, and frameworks.
- Business productivity software used to carry out job responsibilities.
- Change management lifecycle (business and system).
- Applicable legislation, regulations, ministerial orders, and guidelines, including legislation and directives (e.g., *Public Service Act*, *Collective Agreements*, *Corporate Human Resources and Treasury Board policies and directives*, *Financial Administration Act*, *Government Accountability Act*, *Freedom of Information and Protection of Privacy Act*)

In addition to a post-secondary degree in a relevant area of expertise, this position requires considerable related management experience in a diverse and complex environment.

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
<ul style="list-style-type: none"> Agility 	C	Ability to anticipate, assess, and readily adapt to changing priorities, maintain resilience in times of uncertainty and effectively work in a changing environment.	Anticipates change - Proactively explains how anticipated change will affect work processes or structures in general.
<ul style="list-style-type: none"> Systems Thinking 	C	<p>The work done within the APS is part of a larger integrated and inter-related environment. It is important to know that work done in one part of the APS impacts a variety of other groups/projects inside and outside the APS. Systems Thinking allows us to keep broader impacts and connections in mind.</p> <p>Anticipates outcomes and potential impacts across inter-related areas and factors this into planning. Seeks to understand a range of stakeholder perspectives and how they interrelate.</p>	Understands how their work within the 1GX solution module impacts the broader 1GX solution and the GOA's business in this larger integrated and inner related environment.
<ul style="list-style-type: none"> Drive for Results 	C	<p>Knowing what outcomes are important and maximizing resources to achieve results that are aligned with the goals of the organization, while maintaining accountability to each other and external stakeholders.</p> <p>Drive for results - Sets and accomplishes goals and priorities to deliver outcomes consistent with Government direction, departmental objectives and public expectations.</p>	Ability to quickly understand and define a complex system issue and follow through until the issue is resolved and solution is determined to be stable.
<ul style="list-style-type: none"> Develop Networks 	C	Strong consulting and interpersonal skills to interact, build trust and effective relationships with all levels of the Ministry, Division, and with external clients and stakeholders.	Build and maintain collaborative relationships with government stakeholders, the 1GX solution integrator and other service providers, including responding to requests for advice and guidance and providing recommendations for issues, challenges and opportunities associated with the 1GX solution and its various modules.
<ul style="list-style-type: none"> Creative problem solving 	C	Ability to access options and implications independently and collaboratively in new ways to achieve outcomes through solutions.	Address escalated issues from incident management team.
<ul style="list-style-type: none"> Develop self and others 	C	Commitment to lifelong learning and desire to invest in the long-term capacity of self and others including ability to share knowledge	Coach and mentor team to support technology excellence in 1GX processes.
<ul style="list-style-type: none"> Build collaborative environments 	C	<p>Leads and contributes to the conditions and environments that allow people to work collaboratively & productively.</p> <p>Ensures communication is ongoing by setting up processes or structures that facilitate communication and collaboration.</p>	Anticipates and takes action to reduce and resolve conflict at the outset, by encouraging on-going open two-way communication among all stakeholders and groups.