New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Applications and Systems Team Lead

Requested Class

Program Services 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code   Cost Centre   Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

AEMA, Central Operations, PACT

☐ Current organizational chart attached?

Supervisor's Position ID   Supervisor's Position Name (30 characters)   Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Alberta Emergency Management Agency (AEMA) oversees the coordination, collaboration, and cooperation among all organizations engaged in disaster and emergency prevention, preparedness, and response efforts. AEMA fulfills its mandate under the Government Emergency Management Regulation by operating the Provincial Emergency Coordination Centre (PECC).

The PECC functions as the central hub for strategic and tactical information aggregation concerning risk, emergent, and disaster issues across Alberta. It integrates subject matter expertise with technological tools deployed at both the PECC facility and remote locations supported by PECC resources, such as Field Operations, Major Event Support Apparatus (MESA) units, and field Incident Support Teams (IST).

The Applications and Systems Team Lead, reporting to the PACT manager, leads a team responsible for managing all applications and systems utilized by the PECC to support daily operations and sustained emergencies. This includes oversight of the Incident Information Management System (IIMS), essential for information management, logistics, financial management, and reporting functions during routine operations and particularly when responding to disasters or emergencies. Additionally, responsibility extends to the Alberta Emergency Alerting system, delivering life-saving instructions during immediate threats, and the PECC MSV system.

The position requires comprehensive knowledge of Emergency Management in Alberta, the Incident Command System, and the Standard Operating Procedures within the PECC. The Application Systems Team Lead is responsible for

providing consultation, engagement, and planning activities essential to meeting service requirements. Collaboration with various IT and information management specialists ensures alignment with Government of Alberta (GoA) policies, guidelines, and standards.

Effective client relations, communication, and organizational skills are essential for establishing successful partnerships with ministry and external clients. This role contributes to Information Technology and Information Management guidelines, policies, procedures, and practices in collaboration with stakeholders such as Cyber Security, Public Service Commission, Communications & Public Engagement, FOIP, IM leadership, Cloud Computing, Ministry Leadership, and other GoA teams as required.

Furthermore, the position serves as a technical advisor and facilitator, recommending appropriate applications and tools to address operational and administrative challenges. It oversees the operations, training, staffing, exercises, and technical infrastructure of the PECC emergency communications station (VE6POC), while also potentially fulfilling an active role within the Alberta Emergency Alerting (AEA) public alerting system team, delivering critical instructions during immediate threats to life.

Responsibilities

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

Service Delivery, Consultation, and Requirements Understanding:

1. Collaborate with Incident Management Team (IMT) resources, key stakeholders, and ministry partners to ensure timely resolution of priorities and issues.

2. Recommend continuous improvement of IMT services, including conducting business analysis, engaging stakeholders, and conducting fit/gap analysis.

3. Advise on Information Management and Communications technological advancements in software development, systems support, and user support practices, advocating for the adoption of best practices-based strategies.

4. Develop, maintain and train on standards, policies, and best practices relating to the systems managed by PACT.

5. Assess clients' expectations and align them with capacity, prioritizing the utilization of existing platforms and infrastructure.

Change Management and Ministry Relations:

1. Initiate and cultivate relationships with ministry partners and internal business units, fostering trust and collaboration.

2. Advocate for ministry and internal business partners when engaging with other areas.

3. Collaborate with senior leadership to develop long-term strategies that meet ministry and internal business needs, leveraging tools like templates, workflows, and sandbox areas for flexibility and standardization.

4. Identify opportunities for business improvement through technology, bringing attention to users.

Lead Requirement Gathering, Engagement, and Consultation Services:

1. Engage with leadership across all organizational levels to ensure the fulfillment of ministry mandates.

2. Maintain alignment with cross-government ICT and IM standards, developing documented standards and procedures following industry best practices.

3. Support users by developing procedures and creating reporting mechanisms, fostering an environment promoting end-user self-sufficiency.

Provide Business Engagement Guidance:

1. Provide advice and consultation on complex projects involving multiple stakeholders.

2. Participate in branch planning activities and coordinate with the leadership team.

3. Identify opportunities to address gaps in service delivery and consumption, aligning with Information Management and Information Technology policies, compliance requirements, and legislation.

4. Foster a growth-oriented environment by coaching and mentoring team members in subject matter expertise and advocating for the team in interactions with other support areas or projects.

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 provide advice on the development and implementation of plans, initiatives, standards, frameworks, and best practices at business, technical and operational levels.
- 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.
- 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 external technical vendors, and Senior IT System Analyst resources to best understand technology needs.

Direct or indirect impacts of decisions:

- Latitude is granted for decision-making, recommendations, planning, and completing tasks, aligning with business expectations, key stakeholder and technology requirements.
- This position optimizes the effectiveness of business and technical systems by fostering partnerships with government ministries and stakeholders. It champions initiatives that deliver tangible business value and outcomes, garnering support for projects.

- Providing guidance to leadership and stakeholder groups, this position ensures service delivery aligns with partner requirements. Partners include AEMA, Ministry of Public Safety and Emergency Services, the GoA, federal partners, FOIP, and application integration & authoritative record storage.

- Recommendations from this role regarding service platforms and systems directly impact critical records, including those up to Protected C, crucial 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 PS3, PS2 and other team members
- Provide architecture, support, and design recommendations to leadership

Various staff across all ministries and business areas in the GoA, Federal and Industry partners
- In responding to varied application and enhancement needs, and critical platform concerns

GoA Technology and Information staff
- Cooperate with to provide services such as active directory, domain name system, security certificates

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

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

PCS / CPE Communications teams
- Work with teams for web content both internal and external to GoA

Cyber Security Services
- Critical interaction for job function, to ensure platforms and services are secure through yearly audits

Executive Team
- Escalation activity and priority work requests

Required Education, Experience and Technical Competencies

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

If other, specify:

Emergency management

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.

- Minimum of 7 years of progressive experience supporting a broad range of enterprise technology.

- Thorough knowledge of the Emergency Management Act, the Government Emergency Management Regulation, the Alberta Emergency Plan, PECC Standard Operating Procedures and the various internal Provincial Operations, Public Safety Initiatives, and Disaster Recovery Program). Thorough knowledge of the public safety system and emergency management framework in Alberta.

- Ability to reference legislation, recognize how it impacts systems and platforms and provide detailed advice/ consultation to related business areas.

- Understanding of electronic management of content, digital preservation, and meta-data requirements, as well as, how to best apply IT principles to support them.

- Ability to make and influence decisions that impact PSES and ministry partners.

- Excellent negotiation and communication skills with political acumen.

- Demonstrated presentation skills with a focus on being able to communicate diverse, complex technical

scenarios to a business audience.

- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert)

- The ability to see opportunities for transformation then establish and communicate visions, benefits and outcome of transformation.

- Strong knowledge of the business plans, mandates, strategic priorities, objectives and programs of the Agency and Ministry.

- 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.

- Must have project planning experience and superior technical abilities to manage implementation of services.

- Valid Amateur Radio Operator Certificate (with HF privileges) is an asset.

- Understanding of the capabilities, and experience utilizing the Alberta First Responders Radio Communications System (AFRRCS) is an asset.

- Creating, Publishing and Ingesting ESRI ArcGIS/OGC services. Including but not limited to feature services, geodatabases, webmaps, experience builder applications, dashboards.

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	○	○	○	◉	○	Involves a wide group of stakeholders when working on outcomes: • 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	Maintain a clear understanding of all internal and related services and how they can be leveraged most effectively to meet ministry partner and AEMA/ PECC needs. Able to identify trends and operational inefficiencies and create new solutions.Offer guidance and support to team members, including System Administrators and other staff, fostering an environment where everyone feels empowered to contribute their expertise and ideas. Collaborate with staff across various ministries and business areas within the Government of Alberta to address application maintenance, enhancement needs, and

			critical platform concerns. This includes working closely with different teams such as Technology and Information, and PCS/CPE communications.

Encourage open communication within the team to provide insights into technical work and gather feedback for ongoing projects. This ensures that team member's feel valued and heard.

Work closely with leadership to provide architecture, support, and design recommendations that align with organizational objectives. By ensuring that technical decisions support strategic goals, the team can effectively contribute to the overall success of the organization.

GoACoordinate with governance bodies, Project Management Office, Records Management, Information Management, FOIP/ Litigation teams, Cyber Security Services, and Executives to ensure smooth collaboration and alignment of efforts. This enables the team to address diverse needs and priorities while maintaining a organized approach. |
| Creative Problem Solving | ○ ○ ○ ◉ ○ | Works in open teams to share ideas and process issues:
• Uses wide range of | Maintain a clear understanding of all internal and related services and how they |

		techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	can be leveraged most effectively to meet ministry partner and AEMA/ PECC needs. Able to identify trends and operational inefficiencies and create new solutions. Implement constant improvement of accountable services to ensure efficiency in an ever changing environment. Build an environment that leverages Standards, Templates, and other methodologies to streamline processes.
Develop Self and Others	○ ○ ○ ◉ ○	Encourages development and integration of emerging methods: • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal development plans	Mentoring staff members and actively encouraging their growth in particular with relation to good Information Management practices. Self directed and keeps current with an ever changing industry Build a community of experts across GoA through close engagement, presentations, demos, and adhoc training.
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	Understand what potential is available in existing services and how they can be leveraged in an ever changing environment. Effectively manage an environment where multiple stakeholders have conflicting expectations, priorities, and visions.

| | | • Makes decisions and takes action in uncertain situations and creates a backup plan | Able to handle high-stress situations and make decisions when a clear direction is not available.

Understands the impact of decisions in relation to the larger GoA and can adapts solutions as situations change.

Strong understanding of risk and change management process and procedures. |
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Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

https://www.alberta.ca/alberta-public-service-benchmark-listings
- 024PS68
- 024PS69

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____   _____   _____
Employee Name   Date yyyy-mm-dd   Employee Signature

_____   _____   _____
Supervisor / Manager Name   Date yyyy-mm-dd   Supervisor / Manager Signature

_____   _____   _____
Director / Executive Director Name   Date yyyy-mm-dd   Director / Executive Director Signature

_____   _____   _____
ADM Name   Date yyyy-mm-dd   ADM Signature

_____   _____   _____
DM Name   Date yyyy-mm-dd   DM Signature