

Working Title Systems Coordinator		Name	
Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Training Academy	Ministry Justice and Solicitor General
Present Class Program Services 2		Requested Class	
Dept ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Systems Coordinator supports TA operations with program specific digital transformation platforms such as a learning management system (LMS), student property management platform, virtual platforms, videostreaming, customized WiFi as well as future systems (scheduling, accreditation database, inventory management, etc.)

The position is responsible for providing functional front-line support including resolving issues, coaching users on applications functionality and provides one-on-one training to understand processes and functionality of the application.

The work of the Coordinator also includes monitoring, reporting and supporting data integrity, ensuring users have access to fulfill their business needs, and contributing to the identification and implementation of better processes to enhance the system uses.

The position acts as the interface between the users and technical support regarding communication of system issues, the identification and collaboration to resolve user problems/issues and the participation in the testing of business solutions as well as testing new releases/upgrades.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

- The Coordinator is responsible for supporting system users to ensure the timely and efficient use of and access to the data and information within the system to make decisions regarding training provided, enrolment and use of the system. This includes:
 - Maintaining user guide, quick sheet/'tip sheet' and system updates and providing the information to users.
 - Being the first point (face-to-face, telephone, email) of contact for users experience application problems and determining the level of severity to troubleshoot, develop fix or workarounds or escalate.
 - Tracking and logging 'issues' including escalated and closing of 'issues' to ensure all user issues have been resolved.
 - Analysing 'issues/problems' to determine and recommend the need for system enhancements.
 - Reviewing data on a regular basis to perform data clean up in a timely manner.
 - Ensuring security access is reviewed and updated on a regular basis. Activities include:
 - Processing security access requests, new, change and cover-off.
 - Assists users in completion of requests for security change/modification.

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- Reviewing and auditing access to recommend increasing, decreasing or eliminating access based in organization structure.
 - Maintaining a record of employee access level.
 - Developing and delivering standard and ad hoc reports for program planning purposes, annual reports, and analysis of course utilization and timing,
2. The position is responsible for encouraging and enhancing the use of the system, to maximize its benefits to users, Training Academy and Ministry staff. This involves:
- Providing on-going user support, coaching and guidance to staff.
 - Assessing the need for and supporting the development of end-user training.
 - Ensuring that all system modules and components are functioning as required.
 - Developing communication through different media (tip sheets, working groups, emails, SharePoint, etc.) to support and ensure consistent usage of the system.
 - Identifying and analyzing application issues and troubleshooting problems and acting as an intermediary between technical support and users to collaborate and coordinate a permanent and beneficial solution.
 - Understanding business processes and leveraging the system's functionality to streamline and enhance processes and practices.
 - Developing and implementing regular surveys regarding usage, satisfaction and improvements.
 - Conducting audits to ensure integrity with records and content.
3. The Coordinator is responsible for the assessment of the system to leverage the best business practices. This involves:
- Using the position's administrative expertise of the system to identify potential business benefits or features.
 - Developing presentations/demonstrations to new and potential users.
 - Providing ongoing training to users including refresher sessions on how to best utilize and take advantage of the system and enhancements.
 - Developing recommendations to management with input from users regarding improving processes for the user.
 - Developing system reports for the analysis of trends and issues identification for the development and enhancements of the system functionality.
4. The position is responsible for interfacing with technical support to collaborate and coordinate enhancements and testing by:
- Establishing a User Group for regular meetings to discuss issues/concerns, sharing tips on how to better use the system, discuss enhancements/system changes and resulting system outage, and benefits resulting from system upgrades and underused functionality.
 - Participating in the development of long-term solutions from issues identification to acceptance testing.
 - Analyzing, and defining user requirements for the development of overall system enhancements.
 - Participating on triage working groups to share information on system functionality, issues, problems workarounds, troubleshooting, etc.
5. The position supports TA operations with program specific digital transformation platforms by:
- Applying an integrated systems service model to support TA operations and staff
 - Increasing automation and making workflows faster, flexible and more productive through the use of these platforms
 - Providing day-to-day operational support with applications to ensure training delivery and program administration are running smoothly with no impact to service delivery

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- Pivoting quickly and efficiently when TA operational requirements change
- Using digital tools to effectively manage and transform TA operations
- Leveraging the flexibility of new technology and work across teams more effectively
- Recommending use of modern technology, applications, and processes to support innovation and growth

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision-making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The Coordinator provides ongoing functional support to users and uses its expertise to quickly understand, and analyze user issues/problems to:

- Implement temporary fixes and/or workarounds.
- Collaborate with technical support to develop permanent solutions.
- Enhance processes and reports to provide users with a high performing system and information needed to make program-planning decisions.
- Provide assessment of user training and information needs to enhance the efficient and effective use of the systems

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

The Coordinator requires post-secondary education (degree or diploma) in a related field (e.g.: Systems Administration, Information Technology, Business Administration/Management, Adult Education etc.) with 2-3 years of directly related experience.

The position requires an understanding and knowledge in the following areas:

- Ministry programs and services
- Training Academy service delivery model, mandate and business goals
- Program specific systems and platforms
- Systems structure, functionality and modules and report writing function
- GoA platforms Microsoft Office, Ministry communications applications (e.g.: SharePoint)
- Issues resolution environment and application support service functions
- Business process reengineering tools, methodologies and models
- Project management processes and tools

The position requires the following skills and abilities:

- Strong conceptual, analytical and problem-solving skills
- Excellent customer service skills both in person and on the phone
- Strong task management, organization and prioritization skills
- Strong writing skills for documentation and developing user information
- Effective communication and relationship building skills
- Ability to deal tactfully with users either via phone or email
- Ability to work independently as well as in a collaborative and cooperative team environment
- Ability to prioritize and coordinate multiple tasks/assignments in a timely and effective manner

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

System users

System users include but are not limited to:

- TA: program administration, instructors/sergeants, curriculum designers, accreditation analysts, av technician, operations officer
- internal / external stakeholders (e.g. Corrections, Sheriffs / City of Edmonton)

To provide advice, direction, support, training, coaching on the use and access to data/information. To work with users to understand business needs and processes.

Technical support:

To exchange and obtain information. To collaborate and support the development of system enhancements, improvements and fixes.

Coordinator works collaboratively with Business Services Support Specialist with the introduction of new systems.

Working groups:

To exchange and share information regarding system functionality and to improve effective usage of the system.

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

The position does not supervise.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

TA has complex program specific system needs in comparison to a traditional office environment. Rather than adopting the self-service/ individualized model, the TA requires an integrated service delivery approach with systems and platforms. In order to support this service model, this role has been diversified by adding other platform/system responsibilities, and is no longer specific to one system (LMS). This includes videostreaming, customized WiFi, virtual platforms, and future based platforms such as student property management, course scheduling, inventory management, accreditation database, etc.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

Name Signature Date

Manager

Name Signature Date

Division Director/ADM

Name Signature Date