

## Update

Ministry

Education and Childcare

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Field Services Analyst

Current Class

Job Focus

Supervisory Level

00 - No Supervision

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

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

None. Updates reflect July 14, 2025 department reorg design to System Excellence Division (previously under Program and System Support); Ministry name change to Education and Childcare (ECC) and references to legislation, i.e. effective September 1, 2025 for renaming of private schools to independent schools.

Responsibilities Removed:

Responsibilities consolidated to remove redundancies resulting in 4 areas of responsibility from 5.

## Job Purpose and Organizational Context

Why the job exists:

### Field Services Sector

The Field Services Sector provides support to the Minister, the ministry, key educational stakeholders, provincial school authorities and First Nations school authorities for Kindergarten to Grade 12. The sector has a strategic focus and coherent departmental approach to the development, implementation and analysis of education-related legislation, regulations, policies, programs, and initiatives. Fundamental to this strategic focus is an understanding of the current political and social landscape as well as local context and priorities among school authorities. Field Services promotes continuous improvement and system effectiveness with school authorities through monitoring for compliance on accountability and assurance requirements and facilitates efforts in areas of growth. The sector provides supports with issues management and problem-solving with the school authority level leadership and with education stakeholders.

### Position Summary

Reporting to the Field Services Manager, the Field Services Analyst provides a broad range of analysis and support services to the Field Services team comprised of management, professional, and administrative support staff. This position conducts environmental scans and collects and analyzes data from a variety of internal and external information sources to identify trends, capacity issues, gaps, and potential services to inform increased system effectiveness and policy. The Field Services Analyst informs operational and strategic decisions of the branch, sector, and department, and contributes to identifying opportunities for building system capacity and school authority improvement. This position also supports project management for operations and initiatives led by the branch, including monitoring and analyzing the progress of school authorities in implementing provincial programs, policy, priorities, and initiatives.

## Responsibilities

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

1. The branch and sector management teams are supported in achieving department mandate and goals. The analyst:
  - Develops Action Request responses, speaking and briefing notes, reports, business cases, correspondence, presentations, and other communications materials as required.
  - Participates in sector, division, ministry, cross-ministry, stakeholder committees and working groups to represent sector and branch perspectives and contribute relevant expertise, input, and recommendations.
  - Monitors briefings, reports, news releases, newspaper articles, media coverage, and other publications and information sources to identify emerging issues with potential to impact the sector and branch.
  - Works with branch leadership to develop and enhance mechanisms to collect and integrate data that inform division and department decision-making.
  - Supports the processes for receiving and processing home education notification forms and communicating with stakeholders as required.
2. Decision-makers at the branch, sector, division, and department can rely on review and analysis reports the Field Service Analyst prepares related to system assurance, compliance with legislation and implementation of provincial programs, policies, priorities, and initiatives. The analyst:
  - Reviews and analyzes school authority education plans and annual education results reports in the context of Alberta's funding and Assurance Framework.
  - Reviews and analyzes annual operating plans and monitoring documents from independent school operators in the context of the Independent Schools Regulation and the Home Education Regulation.
  - Reviews and analyzes charter evaluations and applications for charter renewal in relation to the *Education Act* and the Charter Schools Regulation.
  - Integrates and synthesizes data collected in relation to capacity of school authorities to implement provincial programs, policies, priorities and initiatives, and ministry and school authority's progress toward achieving associated outcomes (e.g., plans, metrics, assessment strategies).
3. Decision-makers at the branch, sector, division, and department can rely on reviews and analysis reports the Field Service analyst prepares related to programs, policies, priorities, and initiatives. The analyst:
  - Collaborates, compiles and analyzes data collected from ministry, field and public sources; creates summaries and reports; and shares with branch staff to support operations and inform sector, division and department strategic planning and decision-making.
  - Identifies and tracks home education data and trends, ensuring accurate reporting to Executive and stakeholders.
  - Develops, administers, and maintains Field Services systems to track, collect and integrate data from various ministry, government and public databases and information sources such as external engagements to enhance

- collaboration internally and with school authorities.
  - Supports the development and use of school authority profiles and data for internal evidence-based decision-making.
  - Identifies gaps in data and collaborates with branch, sector, division, and department colleagues to address gaps.
  - Provides policy analysis support in developing operational policies, including providing sector with information on emerging trends and issues that may impact the education system, researching policies, best practices and new theories relating to the education system, and ensuring relevant ministry representatives are informed of the research findings.
4. Projects are coordinated and managed for ongoing work as well as ensuring quality assurance for projects, programs, and initiatives. The analyst:
- Performs environmental scans to identify options, good practices, issues, and potential future directions for implementing provincial programs, policy priorities, and initiatives and other enhancements to the learning and leadership environments of school authorities.
  - Provides project management services, including planning and defining scope; activity planning and sequencing; resource planning; developing schedules; estimating time; estimating costs and developing budgets; project tracking and documentation; risk identification, analysis, and mitigation; and monitoring and reporting on progress.
  - Coordinates workflows (planning, follow-ups, and tracking) for annual review and approval of education plans, annual education results reports, and annual operating plans by the Field Services team.
  - Ensures deadlines are clearly communicated, provides follow-up and reminders to team members as required, and ensures that work is completed in a timely manner and meets high standards.

## Problem Solving

Typical problems solved:

This position works in a complex, continually evolving, and action-oriented environment and is relied on to integrate diverse types of data, identify, analyze, evaluate, and recommend opportunities for improvement or initiation.

The sector is responsible for maintaining and enhancing ongoing activities to improve the performance of the education system. The analyst is key in providing an evidence-informed approach to refining those activities or considering alternative approaches.

The sector routinely has responsibility for implementing novel initiatives or projects. The analyst is key in developing and implementing project management to efficiently achieve the outcomes of these new challenges.

Analyst supports strategic planning and provision of stakeholder-focused services within the branch and sector by collecting, analyzing, and reporting on data to identify issues and trends, identify options and implication, and inform decisions regarding provincial programs, policies, priorities, and initiatives.

This position displays considerable initiative, creativity, and judgement when identifying, developing, and enhancing mechanisms to collect and integrate data, including data from school authorities. The Field Services Analyst also researches good practices, policies, and potential directions for implementing provincial programs, policies, priorities, and initiatives.

This position must understand complex relationships and integrate occasionally conflicting perspectives and priorities of internal and external stakeholders. The Field Services Analyst is expected to develop and maintain effective working relationships with ministry staff and stakeholders to support evidence-based decision making and risk mitigation.

This position exercises sound judgment when collecting and analyzing information; prioritizing project activities to meet deadlines and requirements and coordinating workflows with tight and often concurrent timelines. Decisions outside established policies and guidelines or without clear precedent are discussed with the Field Services Manager or Field Services leadership.

Types of guidance available for problem solving:

The Field Services Analyst works within the parameters of established legislation, frameworks, policies, plans and guidelines. This position provides data collection, analysis and reporting services that contribute to successful oversight and monitoring of school authorities as well as the successful development and implementation of provincial programs, policies, priorities, and initiatives. This information is crucial to the Minister and the ministry in meeting goals, as well as

determining gaps and opportunities.

The Field Services Analyst receives direction and guidance from the Field Services Manager or Director who reviews work for the quality of information and recommendations provided, as well as processes followed. The timeliness, accuracy, and relevance of information, analyses and reports provided are critical, and the development of effective relationships with colleagues and stakeholders is essential.

Direct or indirect impacts of decisions:

This position provides data collection, analysis and reporting services that contribute to successful oversight and monitoring of school authorities as well as the successful development and implementation of provincial programs, policies, priorities, and initiatives. This information is crucial to the Minister and the ministry in meeting goals, as well as determining gaps and opportunities.

The Field Services Analyst supports strategic planning and provision of stakeholder-focused services within the branch and sector by collecting, analyzing, and reporting on data to determine issues and trends, identifying options and their implications, and informing decisions regarding provincial programs, policies, priorities, and initiatives.

## Key Relationships

Major stakeholders and purpose of interactions:

- Executive Director - strategic direction and information source.
- Director - strategic and tactical direction, supervisory direction, and project assignment.
- Field Services Manager - immediate supervisory direction, regular and ongoing contact, that can also include Field Services Consultants, branch, and sector staff members, to provide updates, planning and project management; to collect, maintain, and analyze data; develop summaries and recommendations; contribute to issues resolution; and collaborate on initiatives and projects.
- Other Field Services Analysts within the sector - share data collection and design solutions, information sources, work on team-based projects and ensure business continuity and capacity.
- Ministry and government staff - exchange information (e.g., innovative and cost-effective mechanisms to assess school authority capacity to implement provincial programs, policies, priorities, and initiatives); provide recommendations and advice; participate in working groups; and collaborate on initiatives and projects.
- The Field Service Analyst develops and maintains collaborative working relationships with colleagues, partners and stakeholders as required.
- Parent/Public: Increased awareness, understanding, and satisfaction, particularly in areas related to disputes or home education matters.

## 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:

A related degree that demonstrates competencies in research, policy analysis, and reporting.

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

Two years experience supporting business and/or government leaders through conducting e-scans, stakeholder consultations, project management, research and analysis and/or communications activities.

## 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	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"><li>• Leverages skills and knowledge of others</li><li>• Genuinely values and learns from others</li></ul>	The Field Services Analyst frequently serves as a member of a team and must be effective in supporting the efficacy of the team.

		<ul style="list-style-type: none"> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	Through the collection and synthesis of system intelligence and associated information, develops and refines processes, tools, and resources to provide timely and accurate data to inform senior decision-makers of trends, growth and challenges of school authorities.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	Supports the shifting priorities and practices of provincial or Education and Childcare's emergency response teams (examples: wildfires, floods, pandemics).

## Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

O23PS68; this position is in alignment with other Field Services Analyst positions in the sector, i.e., 50032368.