

Reclassification

Ministry

Education

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Operations Manager

Current Class

Requested Class

Job Focus

Supervisory Level

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:

Updated to reflect February 2, 2024 changes to the organizational design of Red Tape Reduction and Student Records to Student Records & Operations

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Branch Director, the Field Services Manager supports the department, Minister of Education and several Kindergarten to Grade 12 school authorities including providing leadership, direction and oversight in the development and delivery of the Provincial Approach to Student Information (PASI) system. Within the context of legislation, regulations and policies, the Operations Manager promotes innovation and system effectiveness; monitors and provides strategic and operational leadership, linking the internal department business

areas with stakeholders as it relates to student records and lead the development, updates and approvals of the department's Business Impact Analysis (BIA), Business Continuity Plan (BCP) to enable the department to continue the delivery of essential services in the event of an incident or disaster that affect normal business operations. The Operations Manager also supports the branch with privacy and issues management and fosters continuous improvement. This position overlooks the development and maintenance of PASI Usage Agreements and security controls for school authorities and is responsible for providing critical information to Ministry staff, stakeholders for reporting and issues management.

The branch leads the business management of the Provincial Approach to Student Information (PASI) system, which is an Alberta Education shared data repository that provides the ministry, schools, and school authorities in the province with an online, real-time, shareable single source for Alberta student information, school enrolment, and high school achievement. The branch manages all K-12 enrolments that are registered in Alberta accredited schools and is connected to over 200 systems internally and externally to Alberta Education.

The Provincial Approach to Student Information (PASI) is a strategic, multi-year, multi-faceted program to manage and enhance business processes, information systems and technologies to support a collaborative enterprise for education that allows schools and the ministry to share and validate information in real time. The vision is to provide the right information to the right people at the right time. The Operations manager leads the strategic operations and delivery of business objectives, ensures that PASI is strategically aligned with Alberta Education business plans, and is a liaison for the area with internal and external stakeholders.

This position works with a variety of stakeholders (e.g., education system stakeholders, ministry business areas, private sector Student Information System (SIS) vendors, Alberta Post-secondary Institutions, International and National Schools) to ensure that the programs and processes meet stakeholder needs.

The Operations manager is responsible for the oversight of Business Support Unit for leading business changes while improving the business operations and processes. In addition to providing support to queries from schools and school authorities, the unit also provides training to the school/school jurisdiction personnel in the Alberta education system in support of student related data collection processes and education information dissemination.

This position is also responsible for leading the liaison for third party vendor technical team with the Student Records Unit, which collects and processes data on student registrations and enrollments, high school course marks, and diploma examination marks from schools to deliver online student access, high school transcripts, and credentials to students.

The Operations manager leads and enables development of projects, support communications, and coordinate and lead planning and reporting functions.

This position collaborates with internal and external stakeholders involved or affected by the delivery of technology solutions in support of the branch's programs. This requires vast knowledge of technical directions, records management, emergency management, privacy and freedom of information as well as strong communication skills, strong problem solving skills, understanding of policy and recommend effective use of technology.

Responsibilities

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

1. Provide comprehensive and diverse services within the branch to support schools and school authorities, and internal and external stakeholders. The Operations Manager contributes significantly to the development and delivery of an innovative, collaborative system and ministry programs and initiatives. This leadership role aligns department and ministry priorities with school authority requirements in the service of several hundred thousand Kindergarten to Grade 12 students across the province of Alberta.
2. Lead and prioritize all changes and updates to the PASI system with over 170 system integrations to align with ministry legislation, regulations, policies, directives and procedures to ensure their effective development and delivery of projects and ministry initiatives.
 - Collaborates various stakeholders such as Ministry stakeholders, Advanced Education, Health, Elections Alberta, cross ministry partners, private sector Student Information System (SIS) vendors, ApplyAlberta, Alberta Post- secondary institutions, Alberta Accredited Schools and Alberta Accredited International schools and school authorities to ensure alignment with local student information systems and PASI.
 - Leads the prioritization and impact assessment of business changes for the branch to develop and maintain the PASI system in collaboration with third party vendor technical team.
 - Develop plans and decisions in alignment with strategic direction and established budget and schedule for PASI system changes.
 - Leads Student Records business changes while improving the business operations and processes.

- Provides leadership and guidance in the interpretation and implementation by school authorities of education-related legislation, regulations and policies and ministry programs and initiatives.
 - Escalate risks and issues to PASI system to higher organizational levels, with recommendations for action and solutions when appropriate, and ensure that related response plans are developed and executed
3. Overlook Business support unit to recommend and action improvements of Student Records business process
- Consult and liaise with internal and external stakeholders through Focus Groups and workshops.
 - Anticipate emerging programs and service changes to PASI system.
 - Ensure Student Records staff access to training materials.
 - Lead and coordinate prioritization of operational activities, unit processes and assignment of unit resources.
 - Translate Student Records programs, policies and services into deliverables.
 - Lead and manage Student Records Business Support Unit, the delivery of unit support and services.
 - Plan, prioritize and report on operational updates within the operational program budget.
 - Plan and coordinate PASI release and deployments
 - Collaborate with Technology and Innovation to support PASI outages and issues.
4. Ensure effective management of operational requirements and initiatives while in alignment with the Department/ Division/Branch core business goals and objectives. Lead branch Operations unit for project management and planning to help develop and lead projects, privacy and issues management, and coordinate and lead planning and reporting functions. Responsibilities include:
- Lead operational planning for SRO and all tracking and reporting functions.
 - Ensures school authority compliance with PASI Usage agreement and FOIP, including leading updates and enhancements to security controls and providing guidance when issues or breach occurs.
 - Overlook creation of project charters, lead projects, and provide all project management elements for SRO and Field Services.
 - Provide leadership and guidance on privacy inquiries across Ministry and department
 - Collaborating with other department areas to support communication with school authorities and stakeholder organizations for roll out of ministry-wide initiatives.
5. Lead the development, updates and approvals of the department's Business Impact Analysis (BIA), Business Continuity Plan (BCP), and associated continuity plans to enable the department to continue the delivery of essential services in the event of an incident or disaster that affect normal business operations.
- Lead the coordination of department requirement pertaining to department security needs and the Facility Emergency Planning Program
 - Lead and coordinate department's participation in the annual Service Alberta Disaster Recovery Test
 - Raise employees' awareness and understanding of incident response and recovery.
 - Represent the department/program areas with key internal and external stakeholders.
 - Participate in integrated Planning and Performance Measurement Unit (PPMU) service delivery.
6. Gather, synthesize and share system intelligence to keep senior department officials and the Minister apprised of current and emerging opportunities and issues with schools and school authorities. The department and Minister rely on this position to have significant and in-depth knowledge of student records, PASI and business continuity. The Operations Manager serves as the primary point of contact in the department when business areas from across the department or Government of Alberta have an issue or require advice related to PASI and student records. Responsibilities include:
- Provide oversight and decision-making advice that includes Action Requests and briefings to senior department

officials and the Minister

- Reviewing and recommending updates to Guide to Ed, Funding manual, and training documents issued by SRO
- Collaborating with other department areas to support communication with school authorities and stakeholder organizations for roll out of ministry-wide initiatives.

7. System capacity building for the delivery of services to clients and stakeholders within the province is supported and continually enhanced. Responsibilities include:

- Seek out and share opportunities for innovation and improvement within the department and with school authorities.
- Provide guidance and make decisions regarding the most suitable approach to be used in analysis of program/projects to ensure business objectives are achieved.
- Collaborate with IT service providers within Service Alberta to ensure that business needs are reflected in technology solutions and changes to student information systems.
- Draw knowledge of business and client needs to ensure improved program/service delivery aligns with business strategic plans.
- Ensure those impacted by business changes are involved and fully understand the new and affected business process.
- Provide advice and recommendations to other department program areas about how student services can be used to meet and improve business processes.
- Analyze stakeholder usage of myPass, Alberta Student Link and use of digital documents in PASI.
- Manage the organizational changes from business process re-engineering.
- Lead branch business analysis services including business planning, feasibility studies, requirements analysis

Problem Solving

Typical problems solved:

- The Operations Manager coordinates several interdependent objectives for PASI and student records to be successful. For example, updates to vendor-managed Student Information System (SIS) applications requires School Authorities to work directly with their vendor to effect changes - this position must be able to facilitate buy-in from both School Authorities and their respective SIS vendor(s) to ensure that this work is completed within the PASI schedule and requirements. The work to engage each Authority may vary and will need to be tailored to the meet the needs of the Authority. This means that multiple solutions to challenges and issues may be required.
- The Operations Manager is responsible to determine options given the strategic priorities and budget of the PASI Program. Strong analysis, consultation and evaluation skills are required, along with the ability to make decisions within the boundaries of the program and in alignment with existing frameworks, models, policies, legislation and processes.
- Thinking and problem solving is challenged by the complexity of the program - there are multiple stakeholders each with their own applications to integrate; the systems and technologies must integrate with the broader ministry and GOA architecture requirements. Position works within policies, practices, standards, and department business plans, with some situations which are unstructured requiring developmental and analytical work in reaching solutions. The Operations manager is expected to make decision within this general frame of reference and direction provided by the branch Director.
- Business continuity and emergency management present a variety of complex problems and issues arising with little notice, many involving balancing competing priorities. The incumbent must employ a high degree of agility as well as analytical, evaluative and creative thinking, and proactively identify issues and recommend options for their resolution.
- An example of a challenge would update the ministry Business Continuity Plan, while aligning it with ministry's Business Impact Analyses, obtaining buy-in from Executive Team, and ensuring that the ministry is able to

manage business disruptions. The incumbent must be agile in developing strategies for changing expectations and ensure that they are adequately addressed so that all needs are met. Experience together with expertise and knowledge ensure the most appropriate resolutions. Many of the challenges faced in the position are politically sensitive and confidential, requiring a combination of knowledge, experience and tact to address.

- This position must be able to deal with all levels of internal and external resources involved or affected by the delivery of technology solutions in support of the branch's programs. This requires extensive and current knowledge of technical directions, records management, privacy and freedom of information as well as strong communication and negotiation skills, strong problem solving skills, and the ability to set appropriate policy and recommend effective use of technology.

Types of guidance available for problem solving:

- The Operations Manager co-leads the program development of future priorities, roadmaps and accountabilities; vendor integration, ministry integration, cross-ministry integration, piloting processes; and oversees implementation. The major responsibilities of this position require advanced skills in coordinating multiple stakeholders and project activities, planning, analysis and evaluation, conflict resolution, consulting, liaising, and communication.
- The Operations Manager must be aware of immediate, annual plans and targets and align these with the long-term plans, priorities, and outcomes of the program. The ability to prioritize and allocate resources to the highest value opportunities is essential. Likewise, this position must be able to consult and maintain open channels of communication with multiple stakeholder groups to facilitate and ensure buy-in.
- This position also oversees the operation of the Business Support Unit, which must respond within set timelines with accurate information regarding PASI and student records- this information is an important component of the Ministry's public visibility.
- The parameters of these responsibilities are broadly defined, leaving considerable latitude for specific action and decision making. Overall, the position receives general direction from the Manager of Business and Operational Planning, but the detailed process proposals/plans (including daily project oversight) and implementation of steps required for managing the projects are developed and managed by the incumbent, who is held accountable for the results.
- Alberta Emergency Management Agency provides broad guidelines, but each department's plans and procedures vary according to their services and clients.
- The position supports the program development of future priorities, roadmaps and projects. The major responsibilities of this position require advanced skills in coordinating multiple stakeholders and project activities, planning, analysis and evaluation, conflict resolution, consulting, liaising, and communication.

Direct or indirect impacts of decisions:

- The Operations Manager is responsible for co-leading the PASI program to collaborate with ministry architecture group, and with education system stakeholders to plan, design, confirm and build PASI architecture that supports PASI objectives. This position ensures that PASI is strategically aligned with both the ministry's and the education systems' business requirements, and achieves stated business objectives.
- The PASI Program impacts the collection, verification and management of student information in the entire education system in Alberta and makes it easier to consolidate accurate information about individual students. The student information captured impacts areas such as school funding, school capital planning, the preparation and distribution of transcripts and credentials, and the setting of student learning assessments and diploma exams.
- The results of the position are both internally and externally focused. The position is responsible for the preparation of the ministry's Business Impact Analysis, Business Continuity Plans, work stoppage contingency plans, and Facility Emergency Response Plans, all of which affect the entire ministry and the ministry's external clients, partners and stakeholders. This position is also responsible for developing and delivering briefings in support of these reports and requires close collaboration with all business areas, Infrastructure, AEMA, Justice and Solicitor General and other ministries.
- The Operations Manager position will advance the operational and strategic position of SRO. This will better position the team to address uncertainty and support field services in planning and addressing the variable

needs of the Branch.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- To provide status reports, advice and updates, escalate complex risks and issues to the branch Director; provide overall strategic direction for PASI
- Ministry business units as required. To collaborate business areas to inform PASI objectives; coordinate the evolution of systems and technology in line with PASI and student records.
- Technology and Innovation PASI technical team - regular and ongoing.
- Student Record Unit- regular and ongoing

External

- School Authorities - regular and ongoing. To address concerns, communicate updates, coordinate activities in alignment with enhancements, and participate in events to share information about PASI and student records.
- Education Associations - as required. To share information; address concerns.
- Vendor User Groups - as required. To develop common approaches and timelines for managing updates to accommodate PASI; provide information as needed.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Business

2nd Major/Minor if applicable

Arts

Designation

If other, specify:

University Degree in information technology or management or a directly related field. A Master's Degree

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

- A university degree in information technology, business, or a related program with several years of directly related experience in the area of business analysis and project management.
- In-depth understanding and thorough knowledge of project, records and information management processes
- Thorough knowledge of related legislation and frameworks (e.g., Education Act; FOIPP, Student Records Regulation,)
- Broad knowledge of information technology trends, emerging technology and best practices
- Knowledge of Systems Development Lifecycle methodologies, Enterprise Architecture, and Service Management frameworks
- Demonstrated ability to host and chair focus groups with the ability to problem solve, conceptualize and synthesize large amounts of information.
- Experience leading a team would be considered an asset.
- Knowledge and/or experience with student records programs/services or an academic records environment.
- Knowledge of government emergency/disaster planning and safety/security protocols.

Training or Experience:

- A minimum of five years of direct experience in information technology
- Experience working with senior management level government staff
- Formal training in project, records or information management processes and principles

Knowledge, skills, and abilities:

- Advanced communication skills, verbal, non-verbal and written, with a variety of audiences.

- Effective interpersonal and management skills including problem-solving, decision-making, conflict resolution and mediation
- Ability to manage multiple projects and priorities
- Organizational and time management skills
- Team management and supervisory skills
- Excellent time management with the ability to balance the needs of the organization with the demands and perspectives of stakeholders.
- Advanced facilitation skills
- Broad knowledge of Ministry and GOA policies, procedures and business plans (e.g., budget and fiscal management policies; decision-making processes)
- Ability to work creatively to leverage technology
- ICS 100 and emergency management experience would be considered an asset.

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 type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Integrates broader context into planning: <ul style="list-style-type: none"> • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress 	Operations Manager must be able to determine if PASI and student records policy and practices align with government direction while considering feedback from stakeholders to determine where operational changes are required.
Develop Networks	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	The Operations Manager also is responsible for developing, maintaining, and enhancing relationships with key stakeholder organizations. This position also requires a strong connection to colleagues across the department in order to successfully operate in this role.

Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works in open teams to share ideas and process issues:</p> <ul style="list-style-type: none"> • Uses wide range of 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 	<p>This position requires creative problem solving skills to work with school authorities on complex matters, often involving legislation, regulations and the application of policies. The Operations Manager must be thoughtful and strategic in providing advice and support to stakeholders.</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>	<p>Works to remove barriers to outcomes, sticking to principles:</p> <ul style="list-style-type: none"> • Forecasts and proactively addresses project challenges • Removes barriers to collaboration and achievement of outcomes • Upholds principles and confronts problems directly • Considers complex factors and aligns solutions with broader organization mission 	<p>The Operations Manager must have the skills and knowledge to lead a team in assessing, monitoring, and evaluating a large number of school authorities. The individual must identify issues and actively work to resolve them within a complex and highly regulated environment.</p>
Develop Self and Others	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Plans according to career goals and regular development:</p> <ul style="list-style-type: none"> • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development 	<p>The Operations Manager mentors, motivates, develops and sets business goals and priorities for a team comprised of professional and administrative staff.</p>

Benchmarks

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