

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Cloud Web Analyst

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

Job Purpose and Organizational Context

Why the job exists:

This position delivers technical analysis, design, implementation, support and operations of IMT services. Work performed will utilize IT Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solutions to a variety of complex problems. This position will work with a combination of GoA staff, contractors and external service providers.

Reporting to the Team Lead Cloud Web Hosting Services, this position is responsible for piloting, building and integration of modern cloud technologies, on premise web hosting, file transfer technologies, certificate life cycle management, as well as operational support of these web services. The role is an intermediate position on the Systems Analyst job ladder. They are contributors to the design, solution delivery and security of initiatives within their multiple domains of technical expertise. They typically have strength in more than one technology domain, including cloud services, and a level of competence in all domains.

Responsibilities

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

1. Creates, implements, and manages new IMT services. This includes business analysis, technical design, implementation, operations, monitoring, troubleshooting and interfacing between IMT systems.

2. Implements changes to services following proper incident, problem and change management practices.
3. Responsible for development of internal procedures, tools, and documents to provide a high level of service integrity and availability. This includes maintaining system documentation and developing technical support standards and procedures.
4. Supports clients through technical support of the IMT services, developing procedures and reporting mechanisms as required. Works with data custodians and departmental representatives to maintain and enhance information systems to establishing an environment that promotes end-user self-sufficiency.
5. Liaises with IMT Service Teams as necessary to ensure that all day-to-day client priority issues are dealt with in a timely manner.
6. Coordinates service testing, evaluation and recommendations.
7. Maintains alignment with cross-government ICT standards by working closely with Technology and Innovation peers. Reviews and informs IMT standards and other policy documents with specific focus on web security, web technologies and cloud platforms.
8. Stays current with technological developments in software, system support, and user support practices.
9. Creates and maintains documented standards that follow current industry best practices for technology implementation, including security compliance.

Operational Support

Provides support of cloud web services and apps, on premise web hosting and file transfer services - ensuring these services continue to meet stakeholder requirements. Operational support activities include configuration, fixes, patches, upgrades/updates and automations. Includes installation, user acceptance testing, help desk functionality, user training, trouble shooting and problem resolution.

Supports the design and implementation of disaster recovery strategies and recovery plans that meet application Recovery Time Objectives and Recovery Point Objectives. Contributes to continuous improvement aspects of web services and integration through automation and innovation.

Monitors system performance, capacity and underlying web technologies to ensure service levels are maintained. This position provides 24x7 support for web services as part of the duty rotation schedule.

Oversees Certificate Lifecycle Management and domain name registration for web services across GoA.

Problem Solving

Typical problems solved:

- The position will create and maintain new IMT services used within Government of Alberta and by the general public. This position will work closely with other IMT services team members and Ministries to create, maintain, and manage highly available services.
- Performs problem analysis to resolve system issues. Performs complex diagnosis of problems, providing solutions within the areas of responsibility and/or through consulting with business and IMT analysts; coordinates implementation of fixes and enhancements. Will coordinate problem-solving efforts, often involving outside vendors and other support personnel and/or organizations.

Types of guidance available for problem solving:

This position requires a high level of diversity due to the breadth of technologies relying on the infrastructure and the complexity of making changes to the infrastructure. This position requires a high level of creativity, and problem-solving abilities.

Direct or indirect impacts of decisions:

- This position works with minimal direction, applying good discretion when making decisions. Some latitude is afforded when making decisions, providing recommendations, planning, initiating and completing work

based on business expectations and technology requirements

- Decisions made can impact critical service delivery in a multi-ministry environment

Key Relationships

Major stakeholders and purpose of interactions:

- **GoA Staff** - Requirements gathering, problem resolution, provide guidance and recommendations
- **Cloud Platform Services Team Peers** - Knowledge exchanges, technical assistance, collaboration on creative problem solving
- **Technology and Innovation Peers** - Information sharing, collaboration for new services, troubleshooting and solution assistance
- **Vendors** - Support issues, research and learning

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Other

2nd Major/Minor if applicable

Other

Designation

If other, specify:

Information Technology, Computer Science, or related program

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

- Requires a minimum of 5 years experience supporting a broad range of enterprise technology
- Experience supporting web services, application infrastructure and/or software development experience
- ITIL Foundation certification is preferred
- This position requires extensive use of analytical, planning, organization, evaluation and problem solving skills. The ability to detect and repair problems, independently and quickly, is paramount to this position.
- Broad understanding of the technical environment and linkages between systems
- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert)
- Able to work effectively on a team as well as independently and handle high stress situations.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values 	<p>Evaluates potential solutions and considers implications.</p> <p>Understands complex environments and can anticipate how each component could be impacted when making changes.</p>

		<ul style="list-style-type: none"> • Works with others to identify areas for collaboration 	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Able to work independently or with a team of analyst to resolve complex problems.</p> <p>Pro-actively identifies and implements efficiencies.</p> <p>Performs root cause analysis and identifies preventative measures.</p>
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>Identifies knowledge gaps and pro-actively seeks learning opportunities</p> <p>Mentors junior staff members and shares new learnings with team</p>
Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • 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 • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Able to adapt approach to a situation in an environment where variable frequently change</p> <p>Able to make decisions and communicate under pressure</p> <p>Understands barriers and can innovate to overcome challenges</p>
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <ul style="list-style-type: none"> • Leverages skills and knowledge of others 	<p>Seeks input from teammates to validate ideas</p>

		<ul style="list-style-type: none">• Genuinely values and learns from others• Facilitates open and respectful conflict resolution• Recognizes and appreciates others	Recognizes others for helping
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Benchmarks

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

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