

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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:

Reporting to the Executive Director, the Director of Operations provides strategic operational leadership, ensuring consistent governance, portfolio oversight, performance management and business operations.

The primary focus of the role is operations modernization. Secondary focus is portfolio management and performance management, leveraging existing AI tooling and creating new AI tooling where the division needs it. Tertiary focus is supporting the Chief Operating Officer / Assistant Deputy Minister on cross-government enterprise initiatives as required.

The role emphasizes modernization and automation of operational practices, including the responsible use of AI enabled tools.

Responsibilities

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

Operational Leadership and Modernization

- Design and implement AI-augmented operating routines for the division across portfolio reporting, performance measurement, decision capture, communications, and vendor and contract operations.
- Lead the operations team in measurable operational efficiency gains: cycle-time reduction, surface-of-effort reduction, and direct evidence that AI tooling is producing throughput at scale and at speed.
- Stand up and steward a disciplined tech-debt remediation portfolio targeting application rationalization, legacy retirement, and AI-assisted rebuild candidates across the divisional application portfolio.
- Assist with operationalizing the AI-augmented delivery model: portfolio intake, capacity allocation, post-go-live hypercare and handoff, and the enhancement-request loop back to delivery teams.

Portfolio Oversight and Performance Reporting

- Own the operational portfolio view across the division's active delivery, including the Major Projects Value Measurement framework currently being established.
- Anchor performance evidence to the Deputy Minister priorities and the broader divisional operating outcomes. Maintain the performance-evidence tracker as a living artifact.
- Establish and maintain the cadence for portfolio review, decision capture, scope-clarity discipline, and accomplishment reporting.
- Coordinate with Finance, Business Operations, and the TRACE Data Insights team on integrated reporting: financial state, operational state, delivery state, and performance state.
- Build or extend AI tooling where existing tools fall short. The role expects to ship internal AI capability, not only to consume it.

Governance, Risk and Decision Management

- Operate and optimize divisional governance cadence.
- Own divisional decision and risk registers: capture durable decisions, track migrations across operational and financial risks and route escalations to the ADM.
- Support and coordinate with the Innovation, Privacy and Stewardship team as required for completion of PIA.
- Surface decision-quality and risk signals proactively escalate as required before compounding risks become issues or incidents.

Executive and Enterprise Support

- Prepare briefing material in support of the ADM's COO Committee and various Council engagements: pre-reads, decision notes, post-meeting follow-ups, and action tracking.
- Coordinate the division's contribution to enterprise initiatives such as Enterprise Grant Management, and Digital Trust, ensuring the division acts as a coherent digital partner.
- Translate ADM directional decisions into operational follow-through within the division.

People Leadership/Team Development

- Recruit, hire, and develop internal talent in support of team and capability growth rather than defaulting to contract supplements to increase bench strength.
- Run a disciplined performance rhythm, dated performance evidence, Talent Profile alignment and development plans tied to Divisional and Ministerial priorities.
- Build AI capability across the function: AI Academy alignment, explicit AI-fluency expectations per role, and

develop operating-routine improvements.

- Lead the function through continuous change: Communicate the rationale for transformation moves (AI-augmented delivery and tech-debt redirect), surface and address resistance early and partner with the ADM on division-wide change initiatives so the team treats change as a normal operating mode.
- Anchor culture and succession thought patterns: protect the team from low-value administrative drift.
- Develop internal candidates capable of stepping into Manager or Director roles over time.

Problem Solving

Typical problems solved:

The Director routinely make decisions for which no fully-established playbook exists, because the role was created to design AI-augmented operating routines that have not previously operated at the divisional scale. Examples may include how to propagate an AI delivered prototype into enterprise scale application through hypercare and transition to operations without classical SDLC scaffolding; and how to allocate finite operations capacity between competing executive priorities (DM, COO Committee, EXC , Premier etc.) within a single week. Decisions are made independently within the ADM-set strategic intent, only matters of significant financial, classification, partnership or political risk are escalated.

Types of guidance available for problem solving:

Day-to-day judgment is informed by a layered guidance set rather than a single procedure manual. The divisional operating model, the standardized stack, intake, performance-evidence tracker, weekly close and prep cadence, divisional risk and decision registers that the role owns. Within T&I the DM's vision for the division, key DM priorities and Ministry mandates and the operating frameworks of peer ADM streams (Cybersecurity, Innovation, Privacy and Stewardship, Technology Support and Operations).

Direct or indirect impacts of decisions:

Decisions made by this role directly shape how the division operates as an integrated digital infrastructure partner for the Government of Alberta's Ministries. Within T&I, decisions on portfolio cadence, performance evidence, and operating governance set the rhythm by which over 1000 ministry-supporting applications are managed and modernized, mis-pacing creates direct service delivery risk to ministry programs. Delivery sequencing, talent acquisition, and capability building directly influence the division's ability to retain critical knowledge during significant rebuilding and transformation.

Key Relationships

Major stakeholders and purpose of interactions:

Internal: DDD leadership, Finance, Business Ops, TRACE Data Insights, peer divisions
External: vendors/contractors, enterprise committees/councils as needed

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Applied Degree	Business	Public Administration	

If other, specify:

University degree computer science, engineering or related field.

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

Portfolio management - Strong background managing portfolios of concurrent initiatives at scale: dependency management, capacity planning, decision tracking, performance measurement. Familiarity with modern portfolio practices and an instinct for when to apply formality versus when to keep things lightweight.

Planning - Strategic and operational planning across multi-year horizons. Holds both the quarterly planning rhythm and the multi-year transformation arc. Translates strategy into actionable operational cadence.

Digital fluency/analytistics capability/automation enablement - Daily use of generative AI and agentic tooling for executive-grade work. Comfortable with prompt design, retrieval-augmented generation, agent orchestration, and

evaluation of AI output for risk, hallucination, and sensitivity. Builds AI-augmented operating routines and creates new AI tooling where existing tools fall short. Ability to evaluate outputs for accuracy, sensitivity and operational risk.

Communication - Exceptional written and verbal communication for senior executive audiences. Produces concise, decision-ready briefing notes, decision memos, and speaking notes under pressure. Plain-language preference; avoids hedging and bureaucratic prose.

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 type="radio"/>	<input type="radio"/>		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		
Develop Self and Others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

Benchmarks

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

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.