# New

Ministry

**Technology and Innovation**

## Describe: Basic Job Details

### Position

Position ID

Position Name (30 characters)

**Manager, Product Operations**

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:

The Platforms Branch enables product teams to develop products at a faster pace by providing common components and registers of data that can be easily consulted. The Platforms Branch achieves this by providing building blocks that make it easier for product teams to send messages, verify identity, take payments and much more. Collectively, this creates capability to use common platforms to support multiple products/services. This Branch will also identify the opportunities and deliver the platforms and leverage common data service to make data more accessible to use and apply to advance innovation.

The Manager, Product Operations oversees the onboarding, change management, and business relationship management aspects of Platforms products. This includes high impact products such as:
  - Alberta.ca Account: Used by over 100 relying parties for identity and access management to delivery online services to over 3 million account holders. Online services include MyHealth Records, Alberta Student Aid, and Motor Vehicle services.
  - MyAlberta eServices: Used to process over $180 million in transactions, annually, for over 60 services available to citizens.
  - MyAlberta Evacuation Payments: Used to issue over $10 million, annually, to Albertans affected by disasters.

Reporting into the Director of Platform Operations, the position supports the branch's vision of

'government-as-a-platform' by ensuring effective stakeholder engagement and communication, robust multi-channel user support, and effective operational practices are in place and kept up to date.

**Responsibilities**

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

**1. Delivery of onboarding programs for all Platforms' products and digital services (e.g., Alberta.ca Account, MyAlberta eServices, payments platform).**

- Oversee the development and maintenance of onboarding programs (e.g., onboarding standards, processes and materials) for all branch products, in collaboration with product subject matter experts.
- Oversee the development and implementation plan to revise onboarding processes and materials based on an annual review performed by the governing body; present results and recommendations to leadership team.
- Lead a team that delivers consultation, onboarding support, and continuous oversight and guidance for all relying parties that integrate with Platforms' products and digital services.
- Lead a team that delivers consultation for relying parties when completing the risk assessment process to determine the acceptable identity levels of assurance for their programs while also identifying requirements for additional mitigations or controls for their systems.
- Work with branch leadership to define and manage a pipeline of onboarding relying parties while maintaining service level agreements and high quality customer service.

**2. Delivery of change management programs for all Platforms' products and digital services.**

- Oversee the development and maintenance of change management programs (e.g., change management standards, processes and materials) for all branch products' major releases, in collaboration with product subject matter experts.
- Lead a team that delivers stakeholder engagement with all relying parties; responsible for ensuring all relying parties have awareness of the proposed change, understand the impacts and actions required.
- Lead a team that supports and confirms relying party user acceptance testing (UAT) readiness, serves as tier one support and triage during UAT; responsible for ensuring UAT participation / regression testing of all relying parties.
- Lead a team of Change Management Analysts that effectively and efficiently supports relying parties during the proposed change; quickly assess concerns, recommend solutions and / or engage appropriate technical teams.
- Facilitate in-depth discussions for clarity with relevant internal stakeholders (e.g., technical team members, Cybersecurity, other cross-divisional representatives), as-needed to escalate and resolve emergent issues.
- Using sound judgment, initiate release delay procedure with branch leadership, providing justification and recommended solutions.

**3. Provide oversight to and liaise with the Alberta.ca Account Contact Centre to improve Platforms' products and digital services user experience.**

- Lead and / or facilitate monthly meetings with the Contact Centre representatives to identify and monitor emergent issues, trends, and business cycles. Present regular updates to branch leadership as well as recommended solutions, as appropriate.
- Recommend areas of improvement for Platforms products or digital services, based on monthly Contact Centre report analysis, that reduces operational pressures and improves user experience; ensure improvements are integrated into the IAM product roadmaps based on relative priority
- Serve as Product Manager for continuous improvements identified through the Contact Centre reports; ensure improvements are integrated into the IAM product roadmaps based on relative priority.
- Serve as Product Manager for projects that will incorporate artificial intelligence to reduce the manual workload of the Contact Centre (e.g., evolution of a chatbot, generate email responses for staff to review and send).

**4. Develop monitoring reports to measure the performance of Platforms' products and digital services over time.**

   - Oversee the development and continuous review of key performance indicators for each product and digital service, in collaboration with the Service Standards unit, Strategy and Operations.
   - Oversee the development and continuous review of service level agreements for each product and digital service, in collaboration with the Common Platforms unit.
   - Develop reporting standards (e.g., definitions, calculations, format, cadence) to monitor product and digital service performance; present findings and recommended improvements to branch leadership.
   - Serve as Product Manager for continuous improvements identified through the monitoring reports; ensure improvements are integrated into the IAM product roadmaps based on relative priority.

**5. Identify and engage with potential future stakeholders who may benefit from Platforms' products and digital services, or who may offer benefits to current stakeholders should they be integrated.**

   - Identify potential areas for growth of Platforms' products and digital services, both internal and external to the Government of Alberta.
   - Develop an annual strategic engagement plan with external stakeholders (e.g., providing educational sessions, attending conventions, trade shows and / or networking events); present recommendations and approach to leadership team for approval prior to carrying out plan; lead a team that carries out the strategic engagement plan.
   - Oversee the development and maintenance of educational materials for external stakeholders (e.g., presentations, handouts, brochures, helpful hints, useful resources).

**6. Participate in leading the unit / branch to achieve goals in line with Department and government priorities and stakeholder needs.**

   - Provide leadership, guidance, training, coaching, and mentoring to Operations and Change Management Analysts; lead weekly team meetings; inform and advise the Director on emergent issues and recommend go-forward actions.
   - Identify and monitor the implementation of operational plans, adjusting workflow priorities as needed.
   - Provide advice and recommendations to branch leadership to inform their decision-making and to shape responses.
   - Participate in unit and branch planning and reporting; draft and contribute to various reports and responses (e.g., Action Requests, Briefing Notes, Key Messages, Cabinet Reports, Office of the Auditor General Recommendations).
   - Represent the unit and/or branch perspectives at events and on working groups and committees.
   - Serve as acting Director, as needed.

**Problem Solving**

Typical problems solved:

This position involves the challenges of managing a multiple product support unit for high impact programs.

Example challenges include:
   - New program implementation for onboarding and change management practices for a product that has over 100 relying parties and over 3 million end users. This activity is addressed directly by the incumbent.
   - Acting as an IT project leader in the development of new, cost effective, system services in an environment that is under budget restraint. This activity is addressed directly by the incumbent.
   - Conflict management escalations with relying parties during system changes. This activity is addressed directly by the incumbent. Only in exceptional circumstances would it need to be escalated to the Director level.
   - Negotiations and management of over 100 cross-government relying parties with participants who bring a mixture of positive and negative agendas to the table. This activity is addressed directly by the incumbent.

- Preparation for Office of the Auditor General recommendation compliance audit. This activity is addressed directly by the incumbent.

Types of guidance available for problem solving:

- The Digital Strategy represents a scope and a methodology to deliver digital services to Albertans.
- When solving problems, the Manager considers opportunities, risks, and potential impacts, within the context of the Digital Strategy and existing legislation, regulations, policies and procedures in order to achieve the objective in the most efficient and effective manner.
- A network of contacts across the department and in other ministries contribute to assessing opportunities and risks.
- Methodologies, models and tools must be tailored and shaped to fit the needs of the Branch, Division, and partnering program areas including changes to practices and processes.
- Past precedents and practices, professional experience, industry leading practice, and knowledge of government operations and broader direction provided by the Director are also sources of guidance.
- The Manager synthesizes and evaluates multiple inputs to produce innovative options, insights, and recommendations, and successfully communicates recommendations to the Director, other senior leaders, staff, and stakeholders.

Direct or indirect impacts of decisions:

This multi-role position is unique within the Platforms environment requiring accountability to, or being relied upon, by wide range of internal and external stakeholders for operational support. Business opportunities and priorities change on an almost weekly basis and must be evaluated, prioritized and acted on in real time by the incumbent with minimal executive management direction.

Examples include:
- Initiating and chairing regular (weekly / monthly) operational meetings, determining the need for and co-ordinating staff training, ensure cross training of roles and determining workloads to optimize operational performance and minimize exposure to staff transition or movement. E.g., ensuring adequate onboarding support during a complex change management cycle.
- Working directly with business area Managers (with relying party programs and the Department) in providing consistent levels of business side application support services, establishing objectives and prioritizing work.
- Explore and develop cross departmental initiatives or internal and external partnerships to bring about cost effective, mutually beneficial, solutions in a period of limited Departmental budgets.
- Troubleshooting client problems, dealing with staff conflicts or taking corrective action to resolve issues to maintain performance levels.
- Efficient time management and the ability to prioritize work issues in real time is a critical part of this position.
- There is an extensive amount of personal time invested by the incumbent in order to evolve business opportunities, technology and projects that bring real value to the Department and Government as a whole. Associated with this is a frequent requirement to make public presentations.

**Key Relationships**

Major stakeholders and purpose of interactions:

Internal
Director, Platform Operations [Daily] - Obtain general direction and guidance and provide analysis and recommendations on operational, business planning and issues briefings.

Team Staff [Daily] – Provide leadership, direction and guidance; work with staff to resolve more complex issues; support staff through change.

Branch Staff [Daily to weekly] - Collaboration on operational matters, process improvements, documentation and general inquiries.

Relying Parties [Daily to weekly] - Provide leadership and support to current and prospective relying parties across the Government of Alberta throughout the client lifecycle.

Communications [Weekly to quarterly] - Development of key messages, speaking notes and other materials regarding public education and promotion of programming.

External
Relying Parties [Daily to weekly] - Provide leadership and support to current and prospective relying parties external to the Government of Alberta throughout the client lifecycle.

General Public [Weekly to quarterly] - Provide education and promote programming in Alberta. Provide accurate information in a timely fashion.

## Required Education, Experience and Technical Competencies

| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
|---|---|---|---|
| Bachelor's Degree (4 year) | Science | Other | |

If other, specify:

Public Administration, Business, Arts

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

Increasing levels of supervisory, program development and project management experience within relevant area of work.
Significant experience in dealing with change management issues, coordinating deliverables, risk management and the development of creative solutions in response to unforeseen technical problems that arise.
Ability to manage an extensive set of concurrent projects involving collaboration with multiple stakeholders.
Strong background in dealing with multiple levels of staff and management, various internal and external client groups, communications and interpersonal issues.
Change Management Professional, Project Management Professional is an asset
Experience with artificial intelligence is an asset
Strong interpersonal and communication skills

## Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

| Competency | Level A B C D E | Level Definition | Examples of how this level best represents the job |
|---|---|---|---|
| Systems Thinking | ○ ○ ◉ ○ ○ | Takes a long-term view towards organization's objectives and how to achieve them:<br>• Takes holistic long-term view of challenges and opportunities<br>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives<br>• Works towards actions and plans aligned with APS values<br>• Works with others to identify areas for collaboration | Leading, developing, and participating in complex, strategic projects related to the evolving field of digital trust, taking into account the interplay of multiple factors influencing the transition to online service delivery, such as user demographics, accessibility, legacy systems, program area budget restrictions, and developing the best possible solutions for everyone. |
| Agility | ○ ○ ◉ ○ ○ | Identifies and manages required change and the associated risks:<br>• Identifies alternative approaches and supports | Considerable collaboration and consultation work with a large, diverse group of relying parties during |

| | | others to do the same<br>• Proactively explains impact of changes<br>• Anticipates and mitigates emotions of others<br>• Anticipates obstacles and stays focused on goals<br>• Makes decisions and takes action in uncertain situations and creates a backup plan | change cycles requires the ability to influence, convince and motivate various stakeholders. Required to facilitate and negotiate divergent opinions, attitudes and approaches into integrated approaches to achieve results on tight timelines. |
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**Benchmarks**

List 1-2 potential comparable Government of Alberta: Benchmark

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| Assign |
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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.

| Employee Name | Date yyyy-mm-dd | Employee Signature |
|---|---|---|

| Supervisor / Manager Name | Date yyyy-mm-dd | Supervisor / Manager Signature |
|---|---|---|

| Director / Executive Director Name | Date yyyy-mm-dd | Director / Executive Director Signature |
|---|---|---|

| ADM Name | Date yyyy-mm-dd | ADM Signature |
|---|---|---|

| DM Name | Date yyyy-mm-dd | DM Signature |
|---|---|---|