Update

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Inf. Service Provisioninng

Current Class

Senior Manager (Zone 1)

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:

Modified direct reports to be managers instead of Team Leads.
Added accountability for network areas.
Modified existing accountabilities to focus more on strategy and staff development than tactical IT Operations.

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

The Technical Services Unit manages, operates, and evolves the information management technology (IMT) infrastructure and productivity tools, and manages the overall provision of technical services including servers, network, storage, security, data centres and shared IT facilities for the Government of Alberta. This work is done both physically and logically in hybrid data centres existing on government premises and

in the cloud.

Reporting to Director, Technical Services, the Senior Manager of Infrastructure Service Provisioning is accountable for service delivery and support of Government of Alberta (GoA) shared Information Management and Technology (ICT) infrastructure. This includes providing staff management, contract management, tactical planning, service management, and financial management. These services are provided to Government of Alberta ministries, their Agencies, Boards and Commissions (ABC's), and the public,

The incumbent is accountable for the day-to-day operations, reporting and planning for the complex GoA Shared IT private and public cloud infrastructure and platform services including server, storage, network, and related shared GoA-wide services. The incumbent is also responsible for development and implementation of new and future ICT solutions while ensuring that current technologies are being kept up to date and continue to meet the needs of the clients. The incumbent works with stakeholders across government to promote, facilitate, and improve the delivery of GoA shared services using the GoA Information, Communications and Technology (ICT) common service delivery model.

By taking advantage of opportunities to leverage the capabilities of existing and emerging services and technologies, the incumbent aims to increase service delivery capacity, capability, and reliance, while minimizing costs. The Senior Manager looks at the evolving enterprise architecture and ensures that plans are in place to meet the new and changing requirements of running the business from an infrastructure perspective. As a member of the Service Provisioning Leadership team, the incumbent contributes to achieving business plan goals and the corporate goals of Service Alberta by aligning and enabling IT shared services with the business and corporate goals.

Infrastructure Service Provisioning is instrumental in the ongoing investigation of emerging technologies. This may be a participatory role if lead by other groups such as Cloud Platform Services or the outright responsibility of the team for hosting solutions used to deliver on-premises solutions like Data Lake or Converged/Hyperconverged infrastructure hosting solutions.

The Senior Manager is responsible for a number of Information Technology (IT) policies and procedures, methodologies, standards such as server hardware, distributed computing networking.

Finally, the incumbent is required to acquire and maintain an enhanced or where necessary a top-secret security clearance and be prepared to undertake call-out assignments as necessary.

Responsibilities

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

Service Delivery - The Service Delivery discipline concentrates on agile and proactive services that ICT must deliver to provide adequate GoA Shared IT services to business users. It focuses on the business as the customer of the ICT services (compare with: Service Support). The discipline consists of the following processes and outcomes for the role:

· **Service Level Management:** This position is accountable for ensuring that service levels, standards and performance metrics are monitored and enhanced such that service level targets and service quality is maintained and commitments to clients are fulfilled and evolve to meet growing expectations.

· **Capacity Management:** This position is accountable for the Capacity Planning process that ensures that changes to the environment are monitored and that the IT infrastructure is proactively able to support the changes. These changes to the environment may be as part of a project, part of standard growth, technology changes, or infrastructure failures.

· **Service Continuity Management:** Accountable for effectively restoring information technology services (in the case of a disaster) and as such has the authority to initiate vendor activities, internal activities, and any client actions that might be necessary.

· **Availability Management:** This position is accountable for ensuring that best practices are followed to provide a robust infrastructure that proactively monitors and self-repairs incidents within the

infrastructure through use of technology redundancy and automated recovery procedures. The result is an infrastructure that achieves higher levels of uptime progressing to five nines (99.999%) of availability.

· **Financial Management**: This position is accountable for the tracking and maintaining an accurate IT Asset Management (ITAM) and Configuration Management Database (CMDB) inventory of all IT hardware capital assets used to provide the GoA shared Infrastructure services. This includes validation of all IT software licensing, maintenance and support agreements.

Accurate and timely forecasting and budget planning is also required. Project resourcing and capacity planning must be reviewed on an ongoing basis to ensure financial expenditures do not exceeded the budget and are in line with the ministries ICT strategic and operational plans while ensuring they are in alignment with the department's business plan and the government's broad strategic plan.

· Incident, Problem, and Change Management: This positions ensures that all Incidents, Problems, and Changes follow the ICT processes to support a high-level of service quality

Service Support - The Service Support discipline focuses on the User of the ICT services and is primarily concerned with ensuring that they have access to the appropriate GoA Shared IT services to support their business functions. The discipline consists of the following processes:

· **GoA Shared Server Services:** This position oversees the GoA Private and Public Cloud shared Server environments supporting 8500+ physical/virtual servers, These environments support several different operation systems and virtualization environments (Windows, Linix, Solaris, VMware, Hyper-V, OpenShift), running in a variety of different clouds. This service includes the setup, installation, monitoring, patching, evergreening, and decommissioning of the servers. The server support processes are based on industry best practices and client requirements.

· **GoA Shared Storage Services**: This position oversees the GoA Private and Public Cloud shared environments. This service provides storage allocation, data backups, and restores of client data housed on the GoA Shared Server environment. The backup policies are based on industry best practices and client requirements.

· **GoA Shared Network Services**: This position oversees the GoA shared wired and wireless Network environments (4500+ pieces of network hardware connecting 500+ GoA locations throughout Alberta) and provides Internet connectivity services and connectivity to the public cloud providers (Microsoft Azure, Amazon, Google GCP). This service includes the planning, purchasing, configuration, installation, monitoring, patching, trouble shooting, and decommissioning of owned network equipment, along with contract management Internet Services Provider connections. The network support processes are based on industry best practices and client requirements.

· **GoA Shared Firewall and Load Balancing Services**: This position oversees the GoA shared Firewall and Load Balancing services. This is a new area within Technology Services that is made up of the existing Load Balancing Team and a new team of network firewall analysts. Load balancing services protect ~7500 applications or services in enterprise data centres. The firewall team is responsible for xx owned physical and virtual firewall devices and the provisioning and maintenance of all Cloud virtual firewalls. While currently not in scope, plans are to include perimeter firewall provisioning and maintenance services that are currently outsourced once the existing contract expires.

New Technology / Service Deployment
· Ongoing research in new technologies, directions and best practices within the ICT industry and assessing the business value, impacts and benefit for the GoA services.
· Maintains currency of training in new technologies and is accountable to ensure Technical Services staff are trained in relevant emerging technologies.
· Oversee the project activities of internal project portfolios related to the operational planning, implementation and maintenance of current and new services.
· Accountable for transitioning new technologies and major technology upgrades from a project status into operations.
· Participate in assessing the results achieved with these new technologies and processes via Post Implementation Reviews (PIR) and implementing service changes based on both successful outcomes

and lessons learned.

Leadership, Planning and Implementation
· Ensure Service Provisioning team align activities and priorities with the business plan and corporate goals of Service Alberta.
· Resolve issues, set priorities, clarify roles and responsibilities for the team
· Implement strategic services and associated processes to meet complex business challenges while contributing to cross ministry and corporate initiatives.
· Develop and maintain effective working relationships with Vendors, Government of Alberta ministries and their ABC's.
· Lead by example to create an organizational culture that embraces innovation, follows best practices, and focuses on customer service across Service Alberta and GoA.
· Implement best practices and strategies to enhance delivery of technology services across government, while maximizing opportunities for cost savings.
· Collaborate with ministries and service providers to identify opportunities for business improvements and efficiencies in the delivery of technology services.
· Create strategic and tactical plans for the suite of infrastructure and platform services in operations. Ensure a clear roadmap for the evolution of IMT services is established and communicated.
· Establish, forecast, and track the cost for ICT services to ensure the budget target is achieved.

Strategic and tactical role/outcomes
· Provides strategic leadership and direction for the delivery of several of the GoA Shared Services
    o Server Services -- Public / Private cloud Servers (virtualization, Operating systems, containers)
    o Storage Services -- Public / Private cloud file and block services
    o Network Services -- Internet, core and remote site connectivity, wireless, cloud connectivity
    o Network Firewall and Load Balancing services
· Develop, implement and maintain business and operational plans while managing fiscal and human resources for the unit that are consistent with the unit, branch, divisional and ministry business plan goals.
· Manage and deliver ICT services through the implementation of sound policies, procedures, standards and best practices ensuring alignment with the GoA directions and goals.
· Establish and facilitate strategic relationships and alliances with stakeholder organizations, including representatives from industry, non-governmental organizations, departments, and agencies.

Problem Solving

Typical problems solved:

· The challenge of keeping the shared services current with the latest service offerings (software, technologies, and service offerings) requires managing change at both a technical and organizational level. This requires the ability to provide a smooth transition related to change without impacting the current shared service delivery provided. An IT infrastructure that is not keep current is subject to new security vulnerabilities, increased vendor support costs for aged infrastructure and is much more susceptible to service outages. Out of date service offerings will not meet client requirements for functionality and agility, and will create unnecessary risk for the GoA.
· Developing solid client relationships, collaborative partnerships and negotiating and implementing solutions in variety of situations. Ministry clients have unique and challenging business delivery needs; the service provided to them by this unit will impact their ability to successfully deliver services to their clients. Consultative and problem solving skills are applied to ensure that they are engaged through all steps of the planning and delivery process.
· Incident and problem management within an ICT environment supporting 30,000+ GoA users and hundreds of critical public services requires advanced problem solving skills and the ability to coordinate the activities of a diverse group of service providers including both GoA and the private sector. Issues will often be escalated to this incumbent for assistance on troubleshooting or direction on where the issues should be transferred for resolution.

Creative and leading-edge solutions are frequently required to meet the changing needs of our clients. An ability to provide solutions to meet client needs in a timely manner is critical to the success of the organization. This position works with other functional unit senior managers, business managers and cross government IM&T advisory councils to encourage and create alignment with technology directions to meet future demand. Problem Solving requires the incumbent to understand the interconnectivity of all the services being provided by the teams in this complex environment.

When solving problems, the Senior Manager considers opportunities, risks, and potential impacts, within the context of 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. Past precedents and practices, professional experience, knowledge of government operations and broader direction provided by the Director are also sources of guidance.

Some solutions may require the creation or reorganization of information, while others will require clarification of existing requirements. The Senior Manager synthesizes and evaluates multiple inputs to produce innovative options, insights, and recommendations, and successfully communicate recommendations with ministry executive, staff, and stakeholders. Branch leaders rely on the Senior Manager to demonstrate confidence in the validity, accuracy, and rigour of the evidence that supports advice and recommendations to build a path forward when problems arise.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:
- The provision of reliable Infrastructure services that enable GoA services to be provided to GoA business areas and the Public while aligning to the area's IT budget. The GoA business areas includes 30,000+ clients, partners, and stakeholders. GoA enterprise environment contains 1500+ GoA applications and services with 170+ identified as critical.
- Setting the direction for the GoA shared IT infrastructure services supported from the 3 private cloud locations (GoA data centers), 3 public cloud providers (Amazon, Google, Microsoft), and the 500+ network locations.
- Management and mitigation of risk for the GoA ICT cloud environments and be able to quickly recover from system failures.

Internally, the work of this position impacts:
- Achievement of service targets related to the shared IT infrastructure must be met on a consistent basis - failures in meeting service targets have a direct effect on all Government customers and their ability to provide services to their clients, including the public
- Operational direction and results achieved by the team

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Director - Provide advice on or respond to issues; provide updates; raise awareness to strategic opportunities and threats of significance to engage executive ministry attention; support the Director's work on broader branch initiatives that connect to the unit. Respond to queries related to branch functions; provide briefings (verbal / written); advice and coordination of specific stakeholder engagements and related information
- Unit staff - Lead unit planning and operations; provide direction and coaching to support operations and professional development; foster collaboration, knowledge exchange; work with staff to resolve complex issues and support adaptation through transformation and change
- Directors (other divisions or in other ministries) - Collaboration to achieve ministry and GoA priorities and strategies; share expertise and intelligence; Requirements gathering, technical leadership, discuss opportunities and gaps, escalations.
- Offices of the Assistant Deputy Minister, Deputy Minister, and the Minister - Respond to queries

related to branch functions; provide briefings (verbal / written); advice and coordination of specific stakeholder engagements and related information
· GoA ministries, staff and users - Escalations, incident management, requirements gathering and feedback on services and business opportunities.

External
· External Agencies Boards and Commissions, and other external public sector entities - to promote Information Technology Solutions service delivery responsibilities, resolve disputes as they arise,
· External Service Providers and Vendors - Escalations, Support calls, Change Management

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:

Information Technology, Computer Science or Management Information Systems or equivalent

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

- ITIL Certification
- At least 7 years of related technical / management experience and technical experience in the IT field, specifically related to the technologies and responsibilities of this position.
- A broad experience in providing ICT service delivery and support services including server, storage, active directory, cloud services, network, and data center support.
- Experience in security management practices, policies and procedures.
- Extensive management and leadership experience in a large and diverse IT environment.
- Experience in project management processes and methodologies like waterfall and agile.
- Experience effectively managing significant human and financial resources, encouraging innovative approaches to deliver the most effective and efficient outcomes.
- Broad experience in planning and leadership skills, combined with a depth of knowledge and experience in information technology within a service delivery environment.

Technical Competencies, certification and/or training
- Extensive knowledge of ICT and delivery of related services using internal resources and private sector service providers.
- Proven success managing complex issues and applying an integrated approach to providing external client services.
- Demonstrated knowledge of business, financial, and operational planning and accountability processes.
- Demonstrated ability to collaborate strategically with a wide variety of stakeholders to balance the needs and interests of these diverse groups.
- Proven analytical, problem solving, and decision-making abilities.
- Demonstrated leadership abilities and a proven track record of building positive relationships, effective partnerships and client focused teams.
- Ability to lead and manage change and negotiate innovative solutions to complex and diverse issues.
- Demonstrated ability in leading large and complex initiatives and projects.
- Proven, increasing progressive experience in supervising, leading and managing a team of IT professionals.
- Effective communications skills including written, presentation, verbal and non-verbal.
- In depth knowledge in information technology, products and services.
- Good working knowledge of Service Management and development practices
- Understanding of project management methodologies and experience in managing large IT projects.
- Understanding of the Government's budgeting, financial and expenditure policies and procedures including asset management.