

TITLE: SENIOR PLATFORM SERVICES ANALYST
CLASSIFICATION: SYSTEMS ANALYST LEVEL 3

ORGANIZATIONAL CONTEXT

Describe the ministry or division in which the position operates. This section may differ across divisions/branches or ministries.

The Technology and Innovation (T&I) Ministry supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership and expertise in IMT services delivery, security, and corporate investment management that enable the GoA to meet business goals and objectives.

The T&I Ministry uses a one-government approach to IMT governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual client needs. The Business and Technology (BTO) branch creates, maintains, delivers and continually improves IT services consumed by clients. BTO delivers varied IT services related to audit, development, infrastructure, integration, maintenance, operations, platforms, project delivery, quality, service design, service desk, telecommunications and more.

As the Senior Platform Services Analyst, you will be responsible for Platform architecture and standards. You will work with the team to perform upgrades of the Platform, make platform recommendations (based on experience/ suitability for the business problem being addressed), recommend reusable, patterns-based solutions/services on the platform where there is strategic alignment and fit, and contributes to the project and enhancement intake and prioritization processes. You will provide ongoing input and platform leadership and prioritization and project committee meetings that both considers and shapes the platform roadmap, advises and contributes to creation of a solution to support business use and potential configuration/development on the platform (i.e. distributed development).

JOB OVERVIEW

- position is responsible for the architecture and the standards for the Platform,
- Works with team members and vendors to perform upgrades of the ServiceNow platform.
- Make recommendations related to the platform, based on experience and suitability for the business problem being addressed.
- Recommending reusable, patterns-based solutions/services on the platform where there is strategic alignment and fit.
- Contributing to the project and enhancement intake and prioritization processes which are to be developed and providing ongoing input and platform leadership and prioritization and project committee meetings that both considers and shapes the platform roadmap.
- Advising and contributing to creation of a solution to support business use and potential configuration/development on the platform (i.e. distributed development).
- Lead and mentor other Analysts in both technical knowledge and agile practices.

ACCOUNTABILITIES

Maintain service delivery by:

1. Liaises with Technology and Innovation resources and business to ensure client priorities and issues are dealt with in a timely manner.
2. Accountable for the implementation of procedures, tools, and documentation to provide a high level of service integrity and availability. This includes maintaining system documentation and developing technical support standards and procedures.
3. Accountable for creating, implementing, and managing new IMT services. This includes business analysis, technical design, implementation, operations, monitoring, troubleshooting, and interfacing between IMT systems.
4. Stays current with technological developments in software development, systems support, and user support practices.

Oversee daily operations ensure compliance with IMT policies and audit requirements by:

1. Implement changes to services following proper incident, problem and change management practices.

Career Group:
Job Class:
Job Stream:
Occ Code:
Revised Date:
Job Code:

2. Maintains alignment with cross-government ICT standards and develops documented standards/procedures that follow current industry best practices for technology implementation, including security compliance.
3. Supports clients through technical support of the IMT services, developing procedures and create 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.
4. Responsible for implementing and monitoring controls that meet audit requirements
5. Utilizes leadership skills during project-based work and identifies/implements operational efficiencies.

Provide mentoring and leadership to a team of analysts by:

1. Lead complex projects and activities that often involve multiple stakeholders
2. Participate in branch planning activities and coordinate with leadership team
3. Coordinates service testing, evaluation, and recommendations.
4. Organize agile teams and monitor progress of key activities
5. Provide mentorship and assign task to junior staff to guide personal development
6. Lead teams through agile scrums

JOB REQUIREMENTS

- Minimum a 2-year diploma in Computer Science or related technical discipline with 8 years of experience supporting a broad range of enterprise technology
- 4 year degree in Computer Science or related discipline with a minimum of 6 years experiences supporting a broad range of enterprise technology
- Experience supporting application infrastructure and/or software development experience
- Certification in ServiceNow, MS Dynamics, Nice InContact Platforms is preferred or equivalent certification in other tools will be considered
- Knowledge of Alberta Government goals, strategies, priorities and initiatives, particularly as they relate to the mandate of IMT.
- ITIL Foundation certification is preferred
- Experience using Artificial Intelligence(AI) is an asset
- ServiceNow certifications and or experience mandatory
- Certification in SAFE methodologies or Scrum Methodologies is preferred
- Knowledge of ministry mandates, and business and operational plans.
- Demonstrated ability in leading large and complex initiatives and projects.
- Excellent communication skills, both verbal and written, including very good consultation, facilitation and presentation skills.
- Knowledge of privacy and security related legislation.
- Balance needs of business areas with T&I policies and objectives.
- Able to convey complex concepts, issues and options for resolution to key decision makers.
- Create a work environment that develops and engages staff while increasing capacity.
- Advanced critical thinking, problem-solving and decision-making skills.
- Facilitate changes to business policy and processes to meet future demands.
- Lead and empower diverse teams.

BEHAVIOURAL COMPETENCIES

- **Agility:**

Level	Level Description	Describe How Demonstrated
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Career Group:

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Revised Date:

Job Code:

D.	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices 	<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> <p>Quickly assembles resources when complex cross-discipline teams are required</p>
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• **Drive for results:**

Level	Level Description	Describe How Demonstrated
B.	Works to exceed goals and partner with others to achieve objectives: <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	<p>Encourages staff to be accountable for their actions and set goals</p> <p>Ensures goals and expectations of team members is clear and achievable</p>

• **Developing self & others:**

Level	Level Description	Describe How Demonstrated
C.	Plans according to career goals and regular development: <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>Identifies knowledge gaps and pro-actively seeks learning opportunities</p> <p>Provides leadership to team members and assists with identifying training needs</p>

• **Systems thinking:**

Level	Level Description	Describe How Demonstrated
D.	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 	<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> <p>Understands broader impact to GoA and their clients</p>

• **Creative problem solving:**

Level	Level Description	Describe How Demonstrated
E.	Creates the environment for innovative problem solving: <ul style="list-style-type: none"> • Generates new ways of thinking; ensures right questions are being asked about a problem • Eliminates barriers to creativity and innovation • Encourages a culture of innovation 	<p>Able to work independently or lead 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>



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