

TITLE: PLATFORM SERVICES ANALYST
CLASSIFICATION: SYSTEMS ANALYST LEVEL 2

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 Platform Services Analyst, you will be responsible for development and enhancement of the Platform. You will work with the team to perform upgrades of the Platform, develop platform enhancements (based on knowledge/suitability for the business problem being addressed), build reusable, patterns-based solutions/services on the platform where there is alignment and fit, and contributes to the. You will provide ongoing input and into solutions and contribute to creation of a solution to support business use and potential configuration/development on the platform.

JOB OVERVIEW

- Works with team members to perform upgrades of the Platform.
- Contribute ideas for improvements to the platform or business service related to the platform, based on experience and suitability for the business problem being addressed.
- Recommend reusable, patterns-based solutions/services on the platform where there is strategic alignment and fit.
- Participate in projects and enhancements which are to be developed, and providing ongoing input and improvements
- Contributing to creation of a solution to support business use and potential configuration/development on the platform

ACCOUNTABILITIES

Maintain service delivery by:

1. Support and work with T&I resources and business to ensure client priorities and issues are dealt with in a timely manner.
2. Responsible 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. Responsible for creating, implementing and new IMT services. This includes implementation, operations, monitoring, troubleshooting and interfacing between IMT systems.
4. Stays current with technological developments in software development, systems support, and user support practices.

Daily operations to ensure compliance with IMT policies and audit requirements by:

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

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3. Supports clients through technical support of the IMT services, improving procedures and reporting as required..
4. Responsible for participating and providing information for audits
5. During project-based work and identifies/implements operational efficiencies.
6. Support 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. Be a member of project teams and monitor progress of key activities
5. Member of the Scrum teams

JOB REQUIREMENTS

- Minimum a 2-year diploma in Computer Science or related technical discipline
- Requires a minimum of 5 years experiences supporting a broad range of enterprise technology
- Experience supporting application infrastructure and/or software development experience
- ITIL Foundation certification is preferred
- Certification in ServiceNow, is preferred or equivalent experience with similar tools
- Experience with using AI in a business context is preferred.
- This position requires extensive use of analytical, planning, organization, evaluation and problem-solving skills
- Broad understanding of the technical environment and linkages between systems
- The ability to detect and repair problems, independently and quickly, is paramount to this position.
- Ability to communicate effectively to staff with a varying degree of systems understanding (none to expert)
- Strong technical and analytical skills.
- The ability to work well in a team environment, take direction, mentor and support team members and work within deadlines is essential.
- Excellent proficiency with standard business software tools.
- Critical thinking, problem-solving and decision-making skills.
- Ability to prepare professional presentations and training materials and conduct training sessions.

BEHAVIOURAL COMPETENCIES

- **Agility:**

Level	Level Description	Describe How Demonstrated
C.	Identifies and manages required change and the associated risks: <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>

- **Developing networks:**

Level	Level Description	Describe How Demonstrated
B	Seeks out learning and knowledge-sharing opportunities: <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 	<p>Identifies knowledge gaps and pro-actively seeks learning opportunities</p> <p>Mentors junior staff members and shares new learnings with team</p>

- **Systems thinking:**

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C.	<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 • Works with others to identify areas for collaboration 	<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>
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• **Creative problem solving:**

Level	Level Description	Describe How Demonstrated
C.	<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>

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