

Update

Ministry

Primary and Preventative Health Services

Describe: Basic Job Details

Position

Position ID

Position Name (200 character maximum)

Provincial Vaccine Depot Technician

Current Class

Technologies 3

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Public Health Delivery, CDC/Provincial Vaccine Depot

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Site Coordinator, PVD

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2026-05-04

Responsibilities Added:

Responsibilities Removed:

Obtains authorization from Team Lead, PVD to return expired product when required.

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Provincial Vaccine Depot (PVD) Site Coordinator, this position contributes to the protection of public health by assisting with the distribution of Alberta Health purchased biological products from Alberta's PVD to support provincially funded immunization programs within Alberta. This operational team supports all the publicly funded immunization programs within Alberta. The majority of vaccine is stored between 2-8°C, this position involves working in this cold environment for up to 2 hours at a time (receiving vaccine products; picking and packing vaccine shipments; inventory checks; etc.). This position collaborates with internal and external stakeholders to ensure biologicals are received, stored, distributed, and handled according to the department's cold chain management policies. Key responsibilities consist of warehouse and administrative operations of the PVD that include: ordering vaccines; monitoring inventory; ensuring temperatures are maintained; picking, packing and distributing all biological products to all Alberta Health Services depots, select medical offices, Pharmacy Wholesale Distributors, and some remote First Nations communities. This position requires an ability to lift a minimum of 50 lbs. This position participates in a rotation of on call 24/7/365 that supports the Office of the Chief Medical Officer of Health.

Responsibilities

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

Responsible for assisting with ordering from manufacturers, managing inventory within the PVD according to best practices, monitoring and maintaining cold chain, and distributing products to the health zone and other delivery sites according to predetermined schedules, authorizations and on an urgent basis as required. In collaboration with PVD team, this position ensures that adequate quantities of biological products with the best possible expiry date are available at the PVD for distribution to AHS vaccine depots, pharmacy wholesale distributors, as well as select medical clinics and First Nations communities. This position participates in a rotation of on call 24/7/365; this is to ensure biological coverage is available when necessary, and initial response from PVD in event of temperature excursion or urgent facility issue that threatens inventory safety. Individual's personal phone number will be available in on-call document, only to be contacted in the event of an emergency and at the direction of Site Coordinator or Manager, Immunization Business. Due to the location of the PVD, individual should be comfortable in the presence of dogs and occasional proximity to an inmate who is under the supervision of a Corrections Officer.

Requisitioning Inventory

- Uses the Alberta Vaccine Inventory (AVI) System to receive and ship orders and create distribution reports as required.
- Is familiar with contract details needed to facilitate product ordering, and maintains confidentiality regarding contract details.
- Adheres to approved shipping and invoicing processes necessary for manufacturers, external contractors/ couriers and internal accounting requirements.
- Informs the PVD Site Coordinator and the Provincial Coordinator, Biologics of orders not completely filled, short expiry dates, any requisition issues, or other communication received from a manufacturer.

Receiving Product

- Ensures that all biological shipments are accurate and received in good condition; and retains appropriate documentation of shipment conditions. Any shipment discrepancies are communicated to the manufacturer, the Provincial Coordinator, Biologics, PVD Site Coordinator, and Team Leads.
- Notifies other PVD technicians if temperature monitors indicate a problem with the shipment. Takes appropriate action to ensure product is not distributed until authorized to do so by Site Coordinator, PCB or other members of the Immunization Team.
- Ensures product is stored under appropriate cold chain conditions and in a manner that allows existing stock and/or shorter dated stock to be used first.

Product Distribution

Routine Requests

- Fill orders received from the Vaccine Coordinators at approved delivery sites.

Authorized Release Orders

- Documents appropriate authorization has been given for release of product.

Shipping and Distributing Products

- Ships requested orders to partner delivery sites.
- Work with Team Lead, courier, and local site to arrange for shipment and receipt of product.
- Follows guidelines to ship product using best transportation method for delivery destination.
- Handles and packs biological products to maintain appropriate temperatures depending on product shipped.
- Records distribution data in inventory system.
- Track shipments to ensure they arrive at their destination and maintained appropriate temperature range was maintained during shipment.

Expired Product/Product Wastage

- Obtains authorization from Team Lead, PVD to return expired product when required.
- Collects, documents, and disposes of expired biological products returned from the delivery sites(partners) as appropriate.
- Records the quantity and reason for biological wastage, (past expiry date, cold chain break, vial breakage, or other reasons) for biologicals that still remain at the PVD and disposes of the biologicals appropriately.

Biological Storage and Handling

Is responsible for maintaining biological products at the recommended temperature from the time a shipment is accepted from the manufacturer until it is sent and accepted by the delivery location. Requires

Storage of Biologicals

- Stores all biologicals in a manner recommended by the manufacturer to ensure potency and product safety.
- Advises Site Coordinator and Team Leads immediately of any alarm that indicates refrigerator or freezer failure and planned contingency measures that were or will be followed.
- Ensures all refrigerators/freezers that store biological products have temperature recorders which are checked and recorded a minimum of twice daily. The temperature records are stored for a minimum of two years.

Transit From Manufacturer

- Notifies other PVD technicians of any concerns about cold chain during transport from the manufacturer to the PVD.
- The product is placed in quarantine under the direction of Team Lead, PVD. The product remains in quarantine until disposition is determined by the Immunization Team.
- Maintains appropriate documentation of cold chain for each shipment.
- Returns shipping containers to the manufacturer when required.

Transit From The PVD

- Packs biologicals to maintain all products in a manner recommended by the manufacturer during the packing and shipment process for a period of up to 24 hours.
- Initiates a Cold Chain Break Report, if necessary, following a shipment and sends report to the Immunization Team.

OTHER CONSIDERATIONS

Equipment and Supplies

- Identifies equipment needs and communicates need or repair to PVD Team Lead.
- Collaborate with other PVD technicians, regarding suggested technological solutions for packing, shipping and storage of biological products on appropriateness and efficiencies.
- Notifies Team Lead, PVD of any defective products which must be returned to the supplier.

- Assist with routine preventative maintenance such as defrosting freezers, sweeping walk-in coolers, disposing of shipping materials in garbage, wiping laboratory fridges and freezers, etc.

Communication

- Communicates day to day inventory management issues to PVD Site Coordinator and Provincial Coordinator, Biologics.
- Advises PVD Site Coordinator, Provincial Coordinator, Biologics and PVD Team Lead of any problem with shipments from manufacturers, of new product packaging, cold chain breaks in the PVD or other problems with biological products or equipment.
- Forwards any communication (written and verbal) received directly from manufacturer to Provincial Coordinator, Biologics and Team Lead, PVD
- Communicates with Site Coordinator on issues related to equipment purchases, human resource requirements and insurance requirements.
- Participate in daily meeting with team to discuss assignments and any emergent issues. Meet monthly or as required with PVD Team Lead to discuss issues, bring forward suggestions, and develop goals.
- Stay up to date on policy and procedure changes at PVD. Individual should read and sign-off on revisions or new Standard of Procedures in a timely manner.
- Once fully trained in PVD rotations and processes (typically 1 year), utilize training checklists to train and mentor new staff at the PVD.

Policy Development

- Assists the Immunization Team with policy development related to; vaccine storage & handling, inventory control, distribution and cold chain management as required.
- Contributes to the maintenance and development (writing) of PVD standard operating procedures and ensures that procedures are followed and updated as required.
- May be requested to provide education sessions regarding cold chain policies, inventory control and vaccine management to stakeholders in the province, if appropriate and time availability.

PANDEMIC INFLUENZA

Pandemic Supplies and Antiviral Medication

- Receives antiviral medication as required.
- Monitors provincial antiviral stockpiles quarterly.
- Monitors the environmental temperature of the antiviral storage location daily using remote temperature viewing technology.
- Distributes antiviral medications as directed by the Immunization Team and/or OCMOH.
- Follows similar processes as described previously for vaccines (e.g. storage, distribution, cold chain management), including recording of quantity, lot number and expiry date for each shipment of antiviral pandemic supply.
- Responds to alarms activated at off site storage warehouse.
- Communicates these incidents to Team Lead, PVD when occurrence is

Problem Solving

Typical problems solved:

Respond to requests for urgent product outside of established delivery schedule or for product above allotted maximums by using PVD guidelines and discussing with Team Leads.

If product is damaged, follow guidelines for inspection.

Types of guidance available for problem solving:

- Written guidance: manufacturers recommendations; the National Storage and Handling guidelines; the Alberta Immunization Regulation; the Alberta Storage and Handling policy; PVD developed Standard Operating Procedure and Quick Reference Guides.
- Converse with members of Immunization Team (Provincial Coordinator, Biologics; Site Coordinator - PVD, Team Leads, Policy Team, etc.)

Direct or indirect impacts of decisions:

Key Relationships

Major stakeholders and purpose of interactions:

Supply and maintenance representatives to address equipment and supply purchasing, repair and refurbishing issues.

- Transport companies' representatives to coordinate the movement of supply between the PVD and delivery sites.
- AHS vaccine depot representatives, Pharmacy Wholesale Distributors, medical clinic staff, First Nations management and staff, to coordinate movement supply between the PVD and all those delivery sites.
- AH Immunization Team in the branch to collaborate on overall activities of the PVD.
- Contact with the Office of the Chief Medical Officer of Health as required after regular business hours.
- Contact with AHS Medical Officers of Health or designates to facilitate urgent requests for product.
- Other stake holders as directed by the Immunization Team.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
High School Diploma	Other		Other

If other, specify:

Post secondary technical or science diploma

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

- Extensive experience and knowledge in warehousing and materials management including computerized inventory management systems.
- Strong computer skills including excellent knowledge of Microsoft Office- Outlook and Excel.
- Good verbal and written communication skills.
- Clear understanding of cold chain management, handling, distribution and inventory directives and guidelines that will be used in the day-to-day operation of the PVD.
- Excellent organization and problem solving skills.
- Must be accurate, reliable, precise and self-motivated. Must also be able to function both independently and as part of a team.
- Working knowledge of pharmacy abbreviations, generic and trade medication names, aseptic technique and dispensary functions is an asset.
- Excellent ability and skills in the safe operation of materials handling equipment, e.g. pallet stackers, wrappers, strappers, etc.
- Basic knowledge of government and departmental financial policies and procedures.
- Graduate from a recognized Pharmacy Technician training program is an asset.
- Warehouse Occupation Intermediate or Technician Certificate is an asset.
- Previous experience in a vaccine depot setting is beneficial.

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values 	

		<ul style="list-style-type: none"> • Identifies unintended consequences 	
Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <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 	
Develop Networks	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works on maintaining close relations with all stakeholders:</p> <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others 	

		through communication techniques	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	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 mentors direct reports 	

Benchmarks

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