New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Senior Platform Developer

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 Platform Developer works as a part of a matrix platform team supporting product team solutions to develop, enhance, modify and/or maintain the back-end platform on which product and service solutions for Government of Alberta ministries are based. The position provides technical advice, and recommendations as it relates to platform and software development.

Support is provided to the assigned Platform team to resolve issues utilizing in-depth knowledge and skill that spans the full spectrum of platform/software development. The Platform Developer might work with more than one product team, requiring knowledge of several different technical stacks and government processes. The position makes decisions that will affect the overall success for each platform and product team solution.

This role reports to the Manager Common Platforms.

Responsibilities

Platform Development
- Assess and analyze platform requirements in consultation with product teams as required, to clarify platform needs
- Complete construction activities for the maintenance and enhancement of platforms to implement required changes
- Provide production operation and support tasks to ensure the smooth and efficient operation of platforms
- Support the team to resolve issues utilizing their knowledge and skills across the full spectrum of platform/software development
- Recommend modern platform solutions to help ministry partners to decommission legacy systems and reduce technical debt.
- Assist the transition of on-premise legacy technologies into cloud platforms and to help conceptualize new and innovative approaches for ministry partners and stakeholders

Platform Practice and Governance
- Contribute to overarching collaborative Platforms practices and standards with a focus on data platforms.
- Promote Platforms approach and value to facilitate them being embedded into ongoing team operations.
- Proactively communicate, develop, and maintain effective and productive relationships with a wide variety of both internal and external stakeholders to identify issues and provide solutions in a timely manner.
- Provide recommendations to senior leaders to improve governance standards and practice.
- Integrate with and provide expertise on platform design topics and standards.
- Provide technical advice, and recommendations as it relates to platform and software development.

Support the Manager and Director in achieving Unit goals and priorities.
- Provide insight and recommendations on issues, opportunities, and challenges in performance measures and analytics practices and culture.
- Work collaboratively with team, unit and branch staff to ensure appropriate coordination and integration of branch functions and delivery of products, tools, processes, and services.
- Establish and maintain relationships with department and GOA representatives, stakeholders, and partners.
- Represent the branch and/or the division on department working groups and committees with diverse mandates and responsibilities.
- Develop content for reports, responses to queries etc.

Problem Solving

Typical problems solved:

The Platform Developer works with and supports multiple product teams requiring knowledge of several different technical stacks and government processes. The position makes decisions that will affect the overall success for each product. The position is challenged with recommending modern digital solutions to help ministry partners to decommission legacy systems and reduce technical debt. The other challenge is to move from on premise legacy technologies into cloud platforms. The position must be able to understand the user needs of a varied stakeholder group which may be internal or external to government.

Types of guidance available for problem solving:

Problem solving is guided by direction from the Manager, the overarching platform practice and governance standards, the Digital Strategy, professional knowledge and experience, and consultation with peers and other stakeholders. Creativity and strategic thinking are applied to consider projects holistically and to consider costs and benefits over the lifecycle service delivered to Albertans when weighing options. Highly developed, process-oriented skills are required for troubleshooting, problem solving, and problem resolution. The Platform Specialist works with appropriate team(s) and vendors until a resolution has been reached.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- organization, integration and automation of data that enables improved digital products utilized by the Government of Alberta and the public for programs and service delivery (e.g., bugs are fixed faster; automated processes / products provide meaning to address client needs; data is agile and efficient from end to end; value is provided to the client).
- The position ensures environments are ready and any bugs or issues are resolved. The outcomes produced by this position directly impact the product team's ability to deliver a timely, quality product. Decisions made by this position could result in the following: decommissioning of legacy applications and systems; reducing technical debt; moving from on premise legacy technologies into cloud platforms; or, building loosely coupled components (e.g., microservices, APIs) to reduce future upgrade/enhancement costs.

Internally, the work of this position impacts:
- Product Teams having appropriate platforms on which to build products and services for client ministries to support their operations and to service Albertans.
- recommendations and advice to senior and executive leaders to inform their decision-making and to shape branch plans.
- collaboration across the division and with other divisions and departments to create efficient and optimal utilization of analytics intelligence.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Manager - provide status updates on projects; provide engineering knowledge and advice to inform recommendations to branch leaders.
- Platform Team members: Work in close collaboration with all other platform team members; provide advice and expertise on platform design topics and issues.
- Other Platform and Product Teams: Work in collaboration with other platform and product teams in a ministry to identify reuse findings, components or best practices.
- Common Platforms Unit team members - teamwork and collaboration; support other team members on projects.
- Division staff or other division staff - collaborate on projects; share intelligence; respond to queries.
- GoA Ministry partners: Engage with users to determine needs and offer product solutions.

External
- Other jurisdictions - research leading practices; share Alberta's perspectives related to platforms.
- Contracted resources - engage on projects; provide guidance and GoA context as needed.

Required Education, Experience and Technical Competencies

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

If other, specify:

Related field including computing science, business, social sciences, public administration etc.

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

Education and Experience
- Post-secondary degree in a related field, such as commerce, arts, technology, with related experience in cloud development and digital delivery approaches. Equivalencies considered.
- Experience in user centred digital delivery an asset
- Experience analyzing research data and presenting findings in diverse ways.
- Experience conveying technical information to non-technical people and advising decision-makers on technical options.
- Experience with design patterns and their application and software architecture considerations.
- Experience with database technologies, including relational databases and alternatives.
- Experience developing on cloud platforms and utilizing cloud services in development and in solutions.

- Experience working with teams that also apply UX design, service design, design thinking, or human-centered design approaches.

Technical Competencies, certification and/or training
- In-depth knowledge in computing science principles and subject matter expertise platform development.
- Knowledge of Agile delivery approaches including the fundamentals of platform service design, human-centered design and continuous delivery of value.
- Ability to apply the principles of user-centred analysis; can identify who users are and what their needs are, based on evidence.
- Understands the importance of analysis to user-centred design and know how to collaborate with professions that are focused on user-centred design (for example, user research, user experience, content, design, service analysis).
- Broad understanding of GoA services, and more specifically of the needs of client-ministries to inform and shape the development of data models.
- Ability to build and maintain effective networks and collaborative environments to identify and assess client and business needs while balancing diverse needs and interests.
- Ability to shift priorities as demands or directions change.
- Ability to exercise judgment and creative problem-solving when evaluating complex situations with multi-faceted criteria.
- Ability to work with groups to manage change and negotiate solutions.
- Teamwork and collaboration skills.
- Knowledge of and ability to apply project management knowledge and skills.
- Understands and can work within given constraints (including but not limited to technology, policy, regulatory, financial, legal, ethical, social, user constraints).
- Advanced troubleshooting 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: • 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	

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

Assign

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