

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

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:

This position is responsible for Technology and Innovation Security Administration IT related services, and request fulfillment related activities for customers across government to approximately 45,000 ministry clients. Key responsibilities include GOA account creation, modification, and termination; email account provisioning and decommissioning; user transfers; network folder and file permission management; remote access provisioning and other related access management activities.

The Domain Access Management Team works closely with the GoA Service Desk, Deskside Support, Operational Teams, Network Operations, and Service Delivery Managers to ensure efficient, consistent and coordinated service delivery across all ministries. The incumbent is assigned daily operational work, typically focused on specific area of IT access and request fulfillment.

Responsibilities

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

The primary function of this position is to provide users with access to resources required. Services provided: Shared mailbox account (creations, deletions, permissions), network folder/file permissions, remote access permissions, terminations, commencements and other related duties.

- Responsible to provide day-to-day operation activities to ensure that all services in Domain Access Management operates efficiently, reliably and in compliance with the user access controls for the supported applications within the

Government of Alberta

- Provide domain user access in accordance to approved process and using Active Directory
- Address incidents tickets and work with other service areas as needed to resolve the incident
- Escalate incidents or problems to team lead as needed for guidance on resolution
- Perform periodic check to ensure that requests comply with the audit requirements
- Participate in gathering evidence for audit
- Develop and generate report for access management
- Actively monitor data integrity
- Create/ Update knowledge articles as needed
- Contribute on activities for service improvements

Problem Solving

Typical problems solved:

This position involves analyzing and resolving common access management issues, including validating requests, correcting access discrepancies, addressing provisioning or de-provisioning errors including automation errors. The role requires good analytical thinking and problem solving to apply policies and procedures accurately with minimal supervision. Actions and decisions taken in this role have a direct impact on service continuity, security posture and timely delivery of critical GoA services.

Types of guidance available for problem solving:

Team members, and the Manager are available for consultation. As well, the support teams in TSO are available to help address problems.

Direct or indirect impacts of decisions:

Reporting to a Team Lead, the position is assigned operational work related to User Account Administration and provides support to cross-ministry or government-wide clients on a daily basis. The work is typically well defined in an Service Now RITM ticket and the position has access to guidance on the more ambiguous portions of assigned work. The operational duties assigned to the position typically have an effect on how clients can access specific applications, files, folders via the GoA Domain or via remote access.

Key Relationships

Major stakeholders and purpose of interactions:

Domain Access Management Team Lead: Daily - Information sharing, receive direction, provide advice, resolve issues, status reporting - two way exchange.

Domain Access Management Team, Daily: Provide updates and information sharing among team members, problem solving, provide recommendations, knowledge sharing. Manage operational activities and issues.

Request Fulfillment and Access Management Manager, Daily to Weekly: Information sharing, receive direction, give advice, resolve issues, status reporting - two way exchange.

TI Service teams, Daily: Common needs, project collaboration, information sharing.

Ministry Clients (All levels), As required: Provide guidance, requirements gathering, problem resolution, and technical assistance.

Vendors, As required: Common needs, project collaboration, information sharing, IMT issue resolution.

Other Jurisdictions, As required: Exchange information, best practices, lessons learned, issues,

Required Education, Experience and Technical Competencies

| | | | |
|----------------------|-------------|-------------------------------|-------------|
| Education Level | Focus/Major | 2nd Major/Minor if applicable | Designation |
| Certificate (1 year) | Other | | |

If other, specify:

Degree/diploma in a related Computer field, equivalent combination of education and experience

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

Equivalency: Degree in Computer Science/related discipline or diploma plus 2 years experience or a one year certificate and 3 years related experience.

- Knowledge of Microsoft Windows-based enterprise environments including Active Directory Services (ADS) Exchange, Azure, and related identity platforms.
- Solid understanding of Windows Active Directory and file services, including user, group and access lifecycle management.
- Familiarity with local and wide area network concepts and how supported ministries interconnect with other networks, applications and others.
- Practical experience with IT service management tools such as Service Now to support request fulfillment, incident tracking, and audit-ready documentation.
- Knowledge of IT service management frameworks, preferably ITIL, and their application within an operational support environment.
- Strong analytical and organizational skills with the ability to manage multiple concurrent requests and priorities effectively.
- Proven customer service orientation with strong time management and communication skills.
- Ability to work effectively both independently and collaboratively within a fast-paced, service-oriented team environment.
- Demonstrated adaptability and commitment to staying current with evolving technologies, including automation and AI-enabled tools relevant to access management and service delivery.
- Awareness of emerging automation and AI-assisted capabilities within access management and IT service management environments, including the use of AI to support analysis, creation of knowledge articles and documentation while maintaining human oversight and adherence to governance and privacy requirements.

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 | | |
| Drive for Results | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Actively sets goals and remains open to advice on reaching them: <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiples priorities • Operates within APS value system | The Domain Access Management Analyst ensures access request Service Level Agreement (SLA) goals are met while prioritizing escalated requests, projects and other high priority work items. |

| | | | |
|--------------------------|--|--|---|
| Develop Networks | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Maintains collegial internal relationships and understands external network: <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful | To meet SLA goals, the Domain Access Management Analyst must rely on strong relationships within the team. As much of the work is high priority, they must also understand external stake needs and perspective, as well as keep them informed about their request. |
| Systems Thinking | <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | Observes and understands larger impact of role: <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders | Delays in requests fulfilled by the Domain Access Management team have a downstream effect on GoA employees which in turn can have a downstream effect on services provided to Albertans. |
| Creative Problem Solving | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> | Works in open teams to share ideas and process issues: <ul style="list-style-type: none"> • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization | The Domain Access Management Analyst shares ideas to improve process and tools. They rely on their past experience to resolve complex issues related to the role. |

Benchmarks