

[Guide](#) [Benchmarks](#) [Competencies](#)**New**

Ministry

Describe: Basic Job Details**Position**

Position Number

Working Title (30 characters)

Requested Class

Job Focus

Supervisory Level

Business Unit

Dept ID

Program Code

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position Number

Supervisor's Working Title (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Job Purpose and Organizational Context**

Why the job exists:

The Technology Support and Operations Division uses a one-government approach to Information Management and Technology (IMT) governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual business partner needs. This broader lens facilitates enhanced data sharing, collaboration, reduction in data duplication and innovation support to ensure effective IMT solutions and service delivery across the government to provide better services to Albertans.

Reporting to the End Using Computing Manager, Contract and Finance Support Analyst provides support to the End User Computing team with daily contract and financial operations. The Contract and Finance Support Analyst has a partnership relationship with ISM Contract Over-site Manager in the development, procurement and execution of Services Contracts. They are a key contributor in supporting the EUC team with driving contractual and financial obligations and service values to meet GoA needs. This role focuses on the coordination of daily contract and financial operations.

The Contract and Finance Support Analyst communicates with stakeholders at all levels of the organization and provides on-going daily management of vendor contracts and financial needs of EUC.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities ([sample policy research job](#)):

Contributes to the process of vendor contract status and performance to ensure over all vendor service delivery by:

- Maintain daily operational contract activities
- Identify accuracy of vendor contract deliverables
- Identify contract deliverable trends, areas for improvement and efficiencies.
- Acts that contract delivery standards are met or exceeded.
- Setting vendor expectations and hold vendor accountable.
- Coordinating contract procurement processes and procedures.
- Coordinate procurement roadmap execution.
- Ensuring compliance and alignment of all activities with standard procurement processes, policies associated with trade agreements and legislation.
- Contributes to all procurement documents and processes such as; Request for Information, Pre-Qualification Request, Request for Proposal, etc.
- Coordinating the creation of Contract Summary Routing, Briefing Notes, and executive approvals new and extended contracts.

Contributes to the coordination of contract transition activities to ensure smooth transition by:

- Coordination of vendor transition in and out activities.
- Maintaining collaborative relationships with vendor to move contract initiatives forward.
- Ensure the successful transition of vendor contracts under.

Contributes to the coordination of contract governance out comes that affects daily operations:

- Maintaining daily operational contract activities in partnership with vendor.
- Coordinate project initiatives within contract are identified, approved and executed successfully.
- Contributing to vendor and stakeholder engagements, vendor governance, contract negotiations and contract renewals for vendors and lead activities for assigned vendors.
- Maintain collaborative relationships with vendor to move contract initiatives forward.
- Collaborating with manager to ensure team and Ministry initiatives are achieved.
- Organizing work and resources to accommodate operational or management priorities.
- Coordinating contract transition activities.
- Identifying issue resolution and escalate to appropriate manager when needed.
- Contributing to the contract change process
- Coordinating contract governance out comes that affects daily operations.

Collaborate with the vendor on the development, implementation and delivery of the Annual Supplementary Operating Agreement to ensure risks are identified and quality services are provided by:

- Coordinating the execution of the Annual Supplementary Operating Agreement (Quality and Risk Management Plans).
- Collaborating with vendor on tactical plan elements required for the upcoming fiscal year.
- Ensuring strategic partnerships with vendors where risks and rewards are shared.
- Review and validate vendor deliverables, and identify areas of inefficiencies and make recommendations for improvements.

Contributes to the process of EUC contract budgets and forecasting throughout the year to ensure fiscal responsibility by:

- Contributes to the financial health of EUC Contract
- Preparing, validating and processing EUC invoices
- Lead and Manage the Authorization to Proceed (ATPs) and Change Order Requests (CORs) billing process to ensure that End User Computing is recovering expenditures/services which are billable to ministries.
- Managing escalated financial issues to resolution and engage the EUC Manager as needed.
- Preparing, validating and communicating detailed contract forecasts, budgeting and financial information.
- Identifying discrepancies between budget and actuals and communicate all financial related changes.
- Maintaining EUC budget and forecasting throughout the fiscal year.

Problem Solving

Typical problems solved:

- The Contract and Finance Support Analyst role has a government wide focus and is involved with the development and implementation of new and innovative approaches.
- The individual must possess strong tactical and strategic skills that would enable them to anticipate and implement changes on complex issues, and provide solutions using strong analytical and creative problem solving skills.
- The position places a high value on the quality of service and support provided to clients, partners and stakeholders. All departments receiving these contracted services are impacted by the decisions of this position.
- The Contract and Finance Support Analyst must demonstrate strong knowledge in areas such as; vendor management, contract management, procurement, financial management, project management and best practices.
- Strong systems thinking mentality that drives goal setting within the context of long-term outcomes and broad perspectives.
 - Actively encourages a culture of innovation and imaginative thinking. Challenges self and others to expand their thinking.
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 - The Contract and Finance Support must demonstrate strong knowledge in areas such as; vendor management, contract management, procurement, financial management, project management and best practices.
 - Strong systems thinking mentality that drives goal setting within the context of long-term outcomes and broad perspectives. Actively encourages a culture of innovation and imaginative thinking. Challenges self and others to expand their thinking.
 - Demonstrates agility in their ability to anticipate, assess, and readily adapt to changing priorities, manage resilience in times of uncertainty and effectively work in a changing environment.
 - Articulate and lead by anticipating change and shifting work to ensure that change is successful.
 - Proactively develop networks by connecting and building trust in relationships with different stakeholders by adjusting communication style to drive positive outcomes and influence decision-making.

Types of guidance available for problem solving:

Oversee vendor budget and forecast throughout the fiscal year to ensure fiscal responsibility in:

- Contributes to the financial management of vendors under their portfolio to ensure prudent fiscal management.
- Recognition of financial issues to resolution and escalate as needed.

Direct or indirect impacts of decisions:

- The ability to effectively consult and collaborate with stakeholders in making decisions will enhance the success of contracts, financials and services delivered. This will provide valuable End User Computing services, aiding their ability to meet their business needs and objectives.
- This position contributes to achieving the financial and administrative objectives of End User Computing. This includes internal direct operations, administration and governance of End User Computing Budget/forecast, charge-backs and daily invoicing. Recommendations and decisions made by this role directly effect End Users Computing on the type of decision or recommendation made.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Senior and Contract and Finance - Daily interaction for Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- EUC Manager - Daily or weekly interaction for Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- Director - Monthly interaction for Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- TSO Finance team - Monthly Budget/Forecast meeting, sharing information, changes, requests (as backup)
- TSO Staff and Other IMT Divisions - Sourcing and Vendor Management
- GoA ministries/users - Main recipients of EUC services, creating strategic partnerships to ensure EUC services meet user expectations, are user centric and are improved based on user experience with the service.
- Program/Project Steering Committees - Facilitate and/or co-chair meetings, provide updates, direction, discuss issues, actions for programs/projects.

External

- Vendors - Vendor and contract management.
- Other Jurisdictions - Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Business

2nd Major/Minor if applicable

Other

Designation

Other

If other, specify:

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

The position at requires a good knowledge of Contract Management, Financial Management, and Business Acumen is required to be successful in this position.

Information Technology and Project Management methodologies are considered an asset.

This knowledge and education is required to ensure that the Contract and Finance Support has the ability to negotiate the best value on contracts and services impacting all of GoA; by coordinating accuracy of service performance, over all vendor service delivery, compliance with existing contract terms and implementing changes as required.

Position is responsible for daily financial Management of EUC Computing Service.

Education and Experience:

A degree combined with a minimum of 4 years related experience in a vendor management capacity, or a diploma combined with a minimum of 5 years related experience in a vendor management capacity. Equivalences will be considered.

Additional Requirements:

- Experience showing direct responsibility for assisting in the management of contracts of \$1M or more.
- Experience with risk management methodologies and implementation of risk management strategies.

Knowledge:

- Knowledge of Government policies and legislation and an understanding of its application.
- Continually demonstrate strong breadth of knowledge within the GoA environment including IT operations, project integration, ministry support, application support, vendor management and their dependencies.
- Strong knowledge and understanding of financial, contract, and service level management.

- Knowledge of trend analysis, data interpretation, and other analytical techniques.
- Strong knowledge of reporting practices and methodologies.
- Knowledge of Information Technology Service Management (ITSM) systems and processes. Demonstrate knowledge of ITIL and COBIT frameworks.
- Knowledge of Project Management methodologies.

Skills and Abilities:

- Excellent verbal and written communication skills; prepare and deliver reports, project documentation, professional presentations, and training sessions.
- Demonstrate leadership and organizational skills.
- Demonstrate project and stakeholder management skills.
- Excellent proficiency with standard office productivity software (e.g. Microsoft Outlook, Word, Excel, SharePoint, Project, Visio).
- Ability to work well in a team environment without supervision.
- Ability to prioritize and manage time effectively to meet deadline constraints.
- Strong communication skills are required to explain IT concepts and offer guidance.

Ability to make effective decisions based on knowledge at hand.

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 • Identifies unintended consequences 	<p>When managing Contract and Finance services, an understanding of the client perspective and impact on GoA operations/efficiency is required.</p> <p>When making operational decision, this position will need to consider the broader perspective of how business would be impacted.</p>
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 	<p>Able to identify trends and operational inefficiencies and create new solutions.</p> <p>Ability to develop and define strategic initiatives and successfully implement within multi-disciplinary</p>

		<ul style="list-style-type: none"> • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	teams.
Agility	○ ● ○ ○ ○	<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 	<p>Able to handle high-stress situations and make decisions when a clear direction is not available.</p> <p>Understands the impact of decisions in relation to the larger GoA and can adapt solutions as situations change.</p> <p>Strong understanding of risk and change management process and procedures.</p>
Drive for Results	○ ● ○ ○ ○	<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 	<p>Strong conceptual, analytical, strategic, coordination and implementation skills are required to manage multiple priorities within demanding time-frames.</p> <p>Critical thinking and complex problem solving skills are required to be resourceful in seeking solutions to everyday and more complex problems.</p> <p>Encourages staff to be accountable for their actions and set realistic goals</p> <p>Assigns appropriate resources to tasks and monitors progress</p>
Develop Networks	○ ● ○ ○ ○	<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 	<p>Develop the next generation of leadership through staff mentoring and actively encouraging their growth and development.</p> <p>Self-directed and keeps current with an ever changing industry and political environment.</p>

		<ul style="list-style-type: none"> Influences others through communication techniques 	<p>Strong collaboration and coordination with other divisional areas and across the ministry to create shared processes and communication.</p>
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Facilitates open communication and leverages team skill:</p> <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 	<p>Ability to work collaboratively across divisional and ministerial areas to facilitate outcomes and achieve strategic and operational goals.</p> <p>Identifies and creates risk mitigation strategies to minimize impact to divisional goals.</p> <p>Facilitate conflict resolution by initiating open and respectful discussion of issues.</p> <p>Continuously seek out improvement and efficiencies in reporting and information collection by collaboratively working with all stakeholders.</p>
Develop Self and Others	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Seeks out learning and knowledge-sharing opportunities:</p> <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 	<p>Develop the next generation of leadership through staff mentoring and actively encouraging their growth and development.</p> <p>Self-directed and keeps current with an ever changing industry and political environment.</p> <p>Strong collaboration and coordination with other divisional areas and across the ministry to create shared processes and communication.</p>

Benchmarks

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

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

Manager/Director Name

Date yyyy-mm-dd

Manager/Director Signature

Executive Director Name

Date yyyy-mm-dd

Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature