

New

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

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 Telecom & Financial Specialist provides integrated operational coordination and oversight across telecommunications services, financial management, and branch administration within the Accommodations Unit. The role exists to ensure that court facilities and justice operations are supported by reliable, secure, and well-managed telecommunications services, alongside sound financial planning and effective administrative processes.

This position is accountable for coordinating the delivery and continuous improvement of telecommunications services, including VoIP systems, and for supporting financial forecasting, monitoring, and stewardship within the unit. It plays a central role in aligning operational requirements, financial resources, and service delivery approaches to enable efficient and uninterrupted court operations.

The role also provides analysis, advice, and coordination support to leadership, contributing to informed decision-making, service optimization, and process improvement. Through collaboration with internal partners, central agencies, and external vendors, the position ensures services are delivered in a consistent,

efficient, and client-focused manner, in alignment with ministry priorities, government policies, and the unique operational requirements of the courts.

Responsibilities

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

1. Branch Operations & Administrative Coordination

- Provides centralized coordination of administrative processes supporting the Accommodations Unit, including service requests, onboarding, and internal branch operations.
- Acts as a key point of contact for coordinating operational activities, ensuring timely responses to internal and external stakeholders.
- Supports leadership through preparation of materials, tracking of requests, and coordination of information across the branch.
- Maintains oversight of operational tools and processes (e.g., request tracking systems, organizational information, and service workflows).
- Contributes to the development and implementation of administrative processes, standards, and best practices.
- Participates in business analysis and service improvement initiatives to enhance program delivery and supports implementation of streamlined, efficient workflows.

2. Financial Planning, Monitoring & Stewardship

- Supports budget development, forecasting, and financial reporting processes for the unit.
- Monitors expenditures, analyzes variances, and provides recommendations to support effective financial management.
- Ensures compliance with financial controls, procurement policies, and expenditure approvals.
- Contributes to financial transparency by maintaining accurate records and supporting reconciliation activities.

3. Telecommunications & Asset Oversight

- Coordinates the delivery and ongoing management of telecommunications services, including VoIP, mobile devices, and related infrastructure.
- Supports planning and implementation of telecommunications solutions for court facilities and accommodation projects.
- Maintains oversight of telecom assets, services, and associated contracts to ensure continuity and value for money.
- Identifies opportunities to improve service delivery and optimize telecommunications operations.

4. Service Delivery & Stakeholder Coordination

- Coordinates with internal partners (e.g., courts, RCAS, Infrastructure, Service Alberta) and external vendors to deliver integrated services.
- Facilitates resolution of service issues, outages, and operational challenges impacting telecommunications or administrative services.
- Provides guidance and support to program areas to ensure services meet operational requirements.
- Supports communication and coordination for projects, system implementations, and service enhancements.

Problem Solving

Typical problems solved:

The role addresses complex, cross-functional operational and financial challenges that require balancing service needs, budget constraints, and stakeholder expectations. This includes:

- Assessing service requirements and prioritizing competing demands across multiple locations;
- Analyzing telecommunication requirements for facility moves, renovations, accommodation projects;
- Resolving discrepancies related to financial transactions, contracts, or service delivery;
- Coordinating responses to service disruptions impacting operations; and
- Providing recommendations that align operational effectiveness with financial stewardship.

Types of guidance available for problem solving:

The Accommodations unit of the Business Services Branch is required to respond to a high volume of complex and sensitive Ministry business support needs to enable the line areas to execute their mandates.

This position is required to be extremely client focused particularly in relation to the judiciary, be able to use sound judgment and provide timely services to avert Ministry, and specifically court functions and programs being impaired or compromised.

The specialist must be able to work independently in various functional areas and make sound and timely decisions related to prioritizing tasks and applying the right approach to resolving issues.

This position requires a highly collaborative approach when dealing with the RCAS and court program areas, with consideration that the courts are independent and not accountable to follow government directives.

Direct or indirect impacts of decisions:

Ensures reliable and secure telecommunications services are in place, directly preventing disruptions to court proceedings and administrative functions. Decisions in this role have immediate impacts on the continuity, accessibility, and security of judicial operations across court facilities and ministry wide.

Sound coordination and planning of telecommunications and accommodation requirements help minimize project delays, avoid rework, supports efficient use of public funds and reduces risk of financial variances, unnecessary expenditures, or compliance issues.

Impacts stakeholder satisfaction by ensuring responsive, coordinated, and clearly communicated service delivery. Effective issue resolution and service coordination strengthen confidence among judiciary, court and department staff.

Key Relationships

Major stakeholders and purpose of interactions:

Internal: Business Services Branch, RCAS, Court Administration, Ministry program areas.

Cross-Government: Infrastructure, Service Alberta.

External: Telecommunications vendors and service providers.

Purpose: To coordinate services, resolve issues, align operational delivery, and support program outcomes.

Required Education, Experience and Technical Competencies

Education Level Diploma (2 year)	Focus/Major Business	2nd Major/Minor if applicable Business	Designation Other
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If other, specify:

Business Administration or equivalent with a combination of relevant experience.

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

- Requires a sound knowledge of applicable legislation and departmental and divisional regulations, policies and procedures in order to perform forecasting and monitor expenditures.
- Able to find solutions to problems where no current policy or procedure exist.
- Must be able to quickly learn customized applications such as Infrastructure's BLIMS system, Bernie and the Action Request Tracking System.
- Must be proficient in Microsoft Office tools such as Word, Excel, PowerPoint, Visio and Outlook
- Has a basic knowledge of GoA fleet functions including insurance requirements
- Has excellent communications skills and good knowledge of Service Alberta procurement and Infrastructure's accommodation, property management and parking policies and procedures
- Must have good time management skills and the ability to analyze, organize and prioritize in order to handle the diversity and fast-paced demands of this position
- Must have sufficient technical and operational knowledge of office equipment to troubleshoot, make recommendations and provide training to staff
- Has working knowledge of the IGX
- Working knowledge of Adobe Acrobat Pro
- Comprehensive knowledge of government, Ministry and court policies and procedures
- Working knowledge of the requirements of VoIP agreements and contracts
- Has strong communication, negotiation and conflict management skills

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 type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Shapes APS goals with a view of entire network: <ul style="list-style-type: none"> • Considers whole system and links; sets goals for long-term outcomes and broad perspectives • Evaluates short, medium, and long-term impacts to inform progress • Shapes organization to meet client needs; helps others see their role in this 	Understands and navigates the interdependencies between telecommunications services, financial management, and court operations. Considers impacts across multiple program areas and locations Aligns service delivery and financial planning with broader ministry and court operational

			<p>requirements</p> <p>Anticipates downstream impacts of changes (e.g., telecom upgrades, budget adjustments) on service continuity</p> <p>Supports integrated decision-making by linking operational data, financial inputs, and stakeholder needs</p>
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other’s perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Applies structured and practical approaches to resolving operational and financial challenges.</p> <p>Breaks down complex issues into manageable components</p> <p>Identifies and evaluates options where policies or precedents may be limited</p> <p>Recommends practical solutions that balance service delivery, cost, and risk</p> <p>Incorporates feedback from stakeholders to refine approaches and improve outcomes</p>
Drive for Results	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input checked="" type="radio"/>	<p>Aligns different groups to achieve goals and realize broader outcomes:</p> <ul style="list-style-type: none"> • Defines work mission to achieve APS goals and integrate projects • Provides bold advice to stakeholders • Proactively improves overall performance, measured through metrics 	<p>Delivers consistent and reliable operational support in a high-demand environment.</p> <p>Prioritizes competing requests to ensure critical services (e.g., court operations) are maintained</p> <p>Proactively identifies risks to service delivery and implements mitigation strategies</p> <p>Supports achievement of branch objectives</p>

			through coordinated execution and follow-through
Develop Networks	○ ○ ● ○ ○	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> • Looks broadly to engage stakeholders • Open to perspectives towards long-term goals • Actively seeks input into change initiatives • Maintains stakeholder relationships 	<p>Builds and sustains productive working relationships to enable coordinated service delivery.</p> <p>Establishes effective relationships with internal partners, central agencies, and vendors</p> <p>Facilitates collaboration across program areas to resolve service or operational issues</p> <p>Actively seeks input from stakeholders to improve services and processes</p> <p>Maintains professional relationships that support timely information exchange and problem resolution</p>
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>Adapts to changing priorities, operational pressures, and service demands.</p> <p>Responds effectively to shifting priorities, including urgent service or operational issues</p> <p>Adjusts approaches based on evolving program needs, technologies, or policies</p> <p>Maintains composure and effectiveness in high-pressure or time-sensitive situations</p> <p>Identifies opportunities to improve processes and adapt service delivery approaches</p>

Benchmarks

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

Position was reclassified a few years ago and classified at Technologies 4.

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