

**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:

1GX Center of Excellence (CoE) manages and oversees the performance of the Government of Alberta's (GoA) enterprise resource planning (ERP) solution, 1GX. The CoE has overall accountability for service delivery and associated contract and vendor relationship management. 1GX is the core ERP solution for GoA functional areas including human capital, supply chain, financial, and treasury management. 1GX CoE also provides strategic leadership for the ongoing enhancement and development of 1GX applications to meet the GoA's evolving mission and continually changing business environment. This team oversees the Electronic Records Access (ERA) is an Enterprise wide business application which serves as the electronic version of the employee personnel file. ERA contains personal, benefit and job related employee information which means confidentiality and security is an essential component in protecting the privacy of employee data

Reporting to the 1GX Senior Security Analyst, this position provides analytical and operational support for security administration activities related to 1GX and ERA production and non-production environments. The role supports the application of established security, governance, risk, and access management processes by performing assigned activities, analyzing issues, and escalating risks and exceptions. The position contributes to the effectiveness of security operations by supporting audits, access administration, system testing activities, and ongoing maintenance under

direction, while gaining deeper experience in enterprise security and GRC practices

Working with IT - ADS and GOA Security teams, this position guides and problem solves on 1GX daily access issues for new hires and transfers and terminated users. The position identifies analyses and resolves issues affecting the 1GX GRC and ERA production systems using AI to support and communicates statuses and updates to the users and business owners. This position engages with a large number of internal and external stakeholders, proactively establishing effective working relationships within the division and ministry, client ministries, agencies, and service providers. The position also provides specialized advice and issue resolution to escalated issues. The position also works closely with the system integrators for both ERA and 1GX. Works with ERA Contact manager working on the development of the RFP and evaluation to determine the new Service provider for ERA

## Responsibilities

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

- **Supports 1GX security administration services for designated applications,**
  - Supports compliance with GoA security, privacy, and POPA requirements by following established controls and escalating identified risks.
  - Assist to complete Security Threat and Risk Assessment (STRA) as required
  - Assist in the development of new mitigation plans and manage risk assessment with Process and Technology Excellence team as new processes and roles are implemented.
  - Ensure user and role security including Governance, Risk & Controls (GRC) in production and User Acceptance Testing (UAT) environments.
  - Supports in the provision of security and access services to client ministries and agencies, ensuring appropriate authorizations are in place, approvals maintained for OAG audit purposes, and troubleshooting and assistance Provided to clients as required.
  - This role applies established Elevated and Firefighter access processes, supports access reviews, and identifies exceptions for escalation.m.
  - This role needs to understand the end to end processes around how security is provisioned throughout the systems (eg: Ariba, Kyriba, S4, Concur, SF, etc.)
  - Coordinate the delivery of security services for but not limited to: Position Security Administration, Workplace Administrator maintenance, LMS, User and role Security including Governance Risk & Control (GRC) framework, and UAT user access, 1GX Access Management and 1GX iSuite integration (mapping) for all 1GX clients.
  - This role supports system and user security activities for Electronic Records Access (ERA) under established security frameworks and direction from the Senior Security Analyst.
  - This role supports the maintenance and enhancement of the ERA system by performing assigned activities and contributing to upgrades under established governance and senior direction.
  - Where new or enhanced business applications are being implemented for 1GX GRC or ERA:
    - Assist in the creation of systems test strategy, plans, and test scripts
    - Conduct systems testing on all aspects of the functionality including business processes, information access, site links, security, navigation, reporting, etc.
    - Assist in the development of user acceptance testing strategy and plan.
    - Assists in the UAT process - supporting in determining participants, provide tester training and manage issue resolution process. Helps to identify where Decision and Change requests are required and assists in the completing of the documentation.
    - Assist in the development of security safeguards/templates/controls to ensure access to information systems are protected against unauthorized users, the amount of access provided is appropriately aligned with the business requirements, and in accordance with legislation and policies.

- Identify and document conversion requirements.
- Identify and manage production transition issues
- Coordinate the access security for other systems outside of 1GX i.e.: IMAGIS Archive Data (Cloudera)
- Contributes input and operational perspective to the development or clarification of security guidelines and procedures.
- Investigate analyze to find a resolution of 1GX GRC production system issues and communicate statuses and updates to business and information excellence stakeholders.
- This role will influence by identifying inaccuracies in the process and potential risks of the creation of entirely new GRC roles for ministries that are created or merged to support the machinery of government.
- This role reviews pending GRC requests to identify errors, omissions, or approval concerns and coordinates escalation to role assignment approvers or risk owners for direction and decision.
- Review of access requests to ensure appropriate approvals and authorizations are in place from client ministries and agencies.
- Ensure appropriate recommendations for access are made in relation to roles of employees.
- Coordinate submission of security access / ID requests to the application service provider and associated notification of client ministries and agencies, once requests, are completed.
- Ensure access and roles assigned to employees are monitored and reports are provided to client ministries and agencies for verification of access.
- Ensure that security administration operating processes and procedures are fully documented and maintained.
- Create and produce reports for Security mass changes, mitigation review, role review, and role reconciliations.
- Ensure audit trails are maintained, annual security audits are conducted, mitigated risks are reviewed and updated, and discrepancies are corrected and accounted for.
- Assist the **1GX Senior Security Analyst** in gathering the supporting documents in response to internal and external auditor requests.
- Participate in 1GX committees e.g., Ministry Security coordination/role approver committee
- This role supports security administration related to reporting and analytics by working closely with the reporting and analytics team in the HCM Report Center and QM4 tools. The role applies established security permissions, maintains access configurations, and reviews reporting access requests for completeness and alignment with approval requirements. The role identifies reports containing PII, flags potential access risks, and escalates sensitivities or exceptions for decision.
- This role identifies and documents maintenance needs and issues affecting workflow groups in SuccessFactors and works with appropriate teams to support resolution.
- **Supports in providing security administration; provide advice, guidance, and assist to address complex and escalated issues.**
  - Acts as an escalation support resource by gathering information, conducting preliminary analysis, and supporting resolution under direction for issues and operational questions for 1GX Security, 1GX Access, GRC and ERA within relevant stream that could not be addressed by the Ticket Triage team.
  - Investigate escalated incidents and issues raised and engages the relevant clients and stakeholders to achieve a clear definition of the problem.
  - Determine the appropriate impact and priority level.
  - Assist in the maintenance and operations of both the 1GX GRC production environment and ERA environments working closely with the 1GX system integrator and ERA service provider, and lead follow up action items with appropriate contact, as require
  - Ensures that proper security, controls, and risks are maintained during development, configuration, testing and release of any new changes in the system.
  - Under the guidance of the 1GX Senior Security Analyst, provide ongoing analysis to identify changes required.
  - Engage and consult with the stakeholder community to identify needs and to ensure that business needs are

considered, issues are addressed, and complex problems are resolved.

- Gather and communicate status and metrics to 1GX Senior Security Analyst.
- Provide knowledgeable advice and recommendations to ensure the continuous improvement and information excellence.
- Partner with relevant stakeholders to resolve issues.
- Actively promote best practices in the security and privacy of personal information and data; make recommendations to improve processes and procedures where necessary.
- Assist in completing threat and risk assessments for any new projects or changes to business processes.

## Problem Solving

Typical problems solved:

The role is challenged with providing advice and operational support for security related issues. This includes ensuring data security for different functional areas and systems, including 1GX (Finance, HCM/Payroll, LMS, Supply Chain Management), IMAGIS Archive Data (Cloudera) and ERA. This requires a breadth and depth of knowledge and the ability to apply a systems thinking approach to addressing issues. This role is expected to apply critical thinking and to question the solution provider to ensure systems are meeting the needs of clients and users. This role assist with projects and works with various ministries requiring knowledge of several different technical areas and government processes.

Due to the integrated nature of the 1GX solution and processes, the position operates in multi-stakeholder environment and is required to collaborate and liaise with functional and technical teams within 1GX as well as other stakeholder groups such as Public Service Commission, Treasury Board and Finance, Ministry Role Approvers, SFO's etc. This role would also be expected to collaborate with peers in other branches (Process and Technology Excellence, Change Management, Communications, etc.)

This role is part of a team that will be addressing unstructured and new issues.

Types of guidance available for problem solving:

Performs assigned tasks independently within established frameworks, with guidance available from senior analysts. Addresses new or unfamiliar issues by conducting analysis and escalating for direction.

Direct or indirect impacts of decisions:

The work is critical to ensure data in multiple applications and environments are secure. Risks in the system are identified and with SFO and mitigated and reviewed annually. Accesses are granted in all the in multiple applications and environments are secure. If the employees do not have access to 1GX upon hire they have the potential of missing the Benefit enrollment timeline critical, this position monitors, investigated and manually updates the Active directory This role has significant internal stakeholder reach - all APS employees, Contactors in the 1GX systems are users and have roles within the 1GX system. Everyone who in paid out of 1GX has a file in ERA that need to be maintained with the appropriate security levels.

## Key Relationships

Major stakeholders and purpose of interactions:

- 1GX application users, including managers, employees, contractors, 1GX Role Approvers, SFO's - daily or as needed - Provide Security and GRC advice and expertise; identify and respond to requirements; provide briefings, updates, and information; respond to and resolve issues.
- ERA application business users, including Human Resources, Pay and Benefits, OAG, ILO's Ministry Auditors - daily or as needed - Provide advice and expertise; identify and respond to requirements; provide briefings, updates, and information; respond to and resolve issues.
- Service Providers - ongoing - influence, negotiate, build consensus, and obtain commitment of others, including developing support for 1GX Security, GRC and ERA change initiatives.

- 1GX COE Team - Process & Technology Excellence, Strategic & Operational Excellence and other members of the Business & Information Excellence team
- Other stakeholders and shared service functions across the GOA e.g., Treasury Board and Finance; Public Service Commission; Service Alberta - Digital Delivery and Innovation and Technology Support Operations, Office of the Controller, Pay and Benefits, GoA ministries, Agencies & Boards, other external government entities e.g., Independent Legislative Offices (ILO),

### Required Education, Experience and Technical Competencies

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

If other, specify:

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

Requires a demonstrated knowledge and experience with:

- Strong computer knowledge, including Java, Microsoft Office Document Imaging (MODI), Documentum
- Strong knowledge of technical systems such as software applications, networks, security issues, and system testing.
- Strong knowledge of regulations and policies related to records management.
- Strong knowledge of reporting tools such as Documentum Query Language (DQL), Delilah for ECM Documentum, SAP QM 4 reporting, SuccessFactors reporting, GRC Reporting tools.
- Strong knowledge of a variety of common office software (Visio, PowerPoint, Excel, Word, MS Project, etc)
- Strong problem diagnosis and resolution skills
- Strong analytical and organizational skills to follow through on issues
- Good interpersonal communication skills
- Good client relations skills to develop and maintain an effective working relationship
- Good written and verbal business communication skills
- Good time management skills and ability to manage multiple priorities and stakeholder groups
- Basic knowledge of system principles, practices, and processes
- 1GX applications and data and the interaction between various modules and components of applications (e.g., HR, SCM, Finance).
- Strong understanding of all 1GX roles in all the areas of the system
- Strong understanding of how the Positions, user profiles access and roles are replicated throughout the 1GX system
- Data compliance methodologies and considerations.
- Knowledge of project planning and management methodologies and best practices, including those related to planning, project management, resource management, risk analysis, controls, change and issues management, and progress monitoring and reporting.
- Strong research, analytical and interpretive abilities in order to provide sound advice, interpretation, and guidance on the application of the 1GX programs.
- Ability to analyze complex issues, including problem solving skills and ability to provide possible outcomes or solutions.
- Strong oral and written communications in order to make oral and written presentations and deliver training to a variety of clients.

- Effective communication skills, including the ability to present information clearly and concisely in a manner that promotes understanding.
- Well-developed organizational and time management skills in order to work independently and in a team setting.

## 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		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p><b>Works in a changing environment and takes initiative to change:</b></p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	Adapts quickly to changing priorities and supports the delivery of training or guidance materials within assigned scope and direction.
Systems Thinking	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p><b>Considers inter-relationships and emerging trends to attain goals:</b></p> <ul style="list-style-type: none"> <li>• Seeks insight on implications of different options</li> <li>• Analyzes long-term outcomes, focus on goals and values</li> <li>• Identifies unintended consequences</li> </ul>	Is able to see the impact of their work on the organization. Must be able to consider how their work impacts others and how the GoA adds value for clients and stakeholders through their work.
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p><b>Works to exceed goals and partner with others to achieve objectives:</b></p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	Keeps the greater goal in mind at all times. Acknowledges the role has an important impact. Works toward assigned goals, adjusts approach as priorities change, and follows through on deliverables within established expectations. Needs to be willing and able to course correct when needed.

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"> <li>• Leverages skills and knowledge of others</li> <li>• Genuinely values and learns from others</li> <li>• Facilitates open and respectful conflict resolution</li> <li>• Recognizes and appreciates others</li> </ul>	<p>Supports collaboration by sharing information, raising issues, and working with others to address barriers within assigned authority. Needs to work with various SMEs, business process owners, vendors, consultants, and GoA employees. Needs to be a team player and accept that others know as much or more than they do.</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"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>Identifies opportunities to improve assigned processes and suggests enhancements for consideration. Needs to be able to contribute ideas for improving processes and adapt existing processes to address problems.</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"> <li>• Reflects on performance and identifies development opportunities</li> <li>• Takes initiative to stay current</li> <li>• Shares with the team even when not asked</li> <li>• Actively coaches and mentors direct reports</li> </ul>	<p>Shares knowledge, provides informal guidance, and supports peers and role approvers as needed. While the role does not supervise staff, it actively supports Role Approvers and colleagues by answering questions, walking them through access scenarios, and providing guidance that builds confidence and consistency in security decision-making.</p>

**Benchmarks**

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