

## Update

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Server Analyst

Current Class

Systems Analyst Level 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

#### Organizational Structure

Division, Branch/Unit

TSO, ISM/Technical Services

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

#### Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Updated Form

Responsibilities Removed:

Changed employee to Vacant

## Job Purpose and Organizational Context

Why the job exists:

The Technical Services Unit manages, operates, and evolves the information management technology (IMT) infrastructure and productivity tools, and manages the overall provision of technical services including servers, network, storage, security, data centres and shared IT facilities for the Government of Alberta. This work is done both physically and logically in hybrid data centres existing on government premises and in the cloud.

Reporting to the Team Lead, Server Operations, this position delivers technical analysis, design, implementation, support and operations of IMT services and projects. Work performed will utilize IT Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solutions to a variety of complex problems. This position will work with and receive guidance from a team of analysts within the Technical Services unit. This position will use its diverse IT expertise to operate independently on assigned work; however, it will receive broad guidance on overall scope of work and assistance on more complex situations. In some instances, the position may be responsible for overseeing the work of a junior position.

The position is responsible for the configuration and operation of server hosting infrastructure employed in the ICT Shared Services environment. Outcomes are clearly identified, but the work is not typically well defined and requires initiative and creativity in identifying and implementing new technologies and procedures. The operational duties or projects assigned to the position typically have a cross-ministry or government-wide effect on how clients and public access and use government information technology systems.

Finally, the incumbent is required to acquire and maintain an enhanced or where necessary a top-secret security clearance and be prepared to undertake call-out assignments as necessary.

## Responsibilities

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

1. Provides information technology development, maintenance and support services to clients by:

- Monitoring and maintaining the underlying technology (i.e. servers, storage, appliances and applications) that is supported by the team.
- Planning, scheduling, communicating and implementing changes related to the services/products supported by the team.
- Identifying, organizing, prioritizing and scheduling individual tasks.
- Identifying risks or issues and proactively updating and upgrading the services supported by the team accordingly.
- Preparing service requests and providing background information for vendor/service providers and ensuring that work is performed to standards.
- Mentoring junior analysts with problem solving or technical issues.
- Participating in the implementation of business plans, goals, objectives, strategies and targets.
- Improving service and enhancing customer relations.

2. Provide technical support for various applications by:

- Recommending changes or enhancements for applicable information technology services/products to the Team Lead.
- Performing on-call rotational activities.
- Understanding, interpreting, transferring, translating and resolving customer, system, application and procedure requirements or problems relating to various products and services, resulting in improved process functionality.
- Performing regular maintenance, upgrades and administrative functions to improve performance of various systems.
- Following administrative standards as set out by the Team Lead or agreed upon by the team.
- Applying change management procedures for any application, environment and enhancement changes,

and implementing approved changes as assigned.

- Providing technical assistance, training, guidance and mentoring for less experienced analysts.
- Creating and/or maintaining any current documentation for new and existing systems as required.
- Participating in evaluating, selecting and testing new hardware and software.
- Providing training to users as required.
- Planning and providing information to help Technology and Innovation continually improve the delivery of services

and /or develop new service initiatives.

- Support various coordination initiatives, ensuring service and management between bundles is successful.
- Discussing client requirements and/or issues and being able to action that into resolution to the clients satisfaction.

· Managing requests by prioritizing calls/service based on client needs, overall requests and available resources.

- Identifying, organizing, prioritizing and scheduling individual tasks.
- Participating in the implementation of business plans, goals, objectives, strategies and targets.
- Improving service and enhancing customer relations.
- Working with consultants, vendors and support groups.

3. Provide system reporting development and support by:

- Interpreting the reporting requirements that come in through various methods from all levels of clients and

users and translating that into a report.

- Maintaining any existing reports as required.
- Adhering to the reporting standards as set by the Team Lead or agreed upon by the team.
- Creating and maintaining database reporting as required.

4. Assist with project management processes by:

- Completing assigned accountabilities in a timely manner.
- Identifying, organizing, prioritizing and scheduling individual tasks. Ensuring that any individual tasks stay within the timelines.
- Working with user groups and steering committees to help define project requirements.
- Working with Team Leads to help build and design forms and workflows to fit Information Technology Infrastructure Library (ITIL) Standards.
- Assisting with the examination of new technologies with potential application within the Government of Alberta business environment; assessing technology viability through testing or piloting and; evaluating the impact of and opportunities for economic and/or innovative applications in government.
- Assisting the Team Lead with all phases of the project.
- Assisting the Team Lead in managing the relationship with the supplier or vendor at the working or operational level to coordinate various activities (i.e. coordinating change requests, service enhancements, troubleshooting problems).
- Assisting the Team Lead or other senior resources in reviewing and recommending approval/revision to all change or enhancement requests for the services delivered under the contract.

5. Stays current with technological developments in infrastructure services, cloud technologies and user support practices.

## **Problem Solving**

Typical problems solved:

The position will create and maintain new IMT Services used within the Government of Alberta and by the general public. This position will work closely with the Client Service Management team members and ministries to create, maintain and manage the highly available services.

Performs problem analysis to resolve systems issues. Performs complex diagnosis of problems, providing solutions within the areas of responsibility, and/or through consultation with business and Client Service Management analysts; coordinates implementation of fixes and enhancements. Will coordinate problem-solving efforts often involving outside vendors and other support organizations.

Types of guidance available for problem solving:

This position is largely expected to work independently, but has significant access to resources including:

- existing technical documentation
- peers within the team and their team lead and management
- expert support from vendor support desks and account teams.
- access to the Internet and vendor knowledge bases

Direct or indirect impacts of decisions:

This position works with minimal direction, applying good discretion when making decisions. Some latitude is afforded when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements.

Decisions made can impact critical infrastructure service delivery and impact multiple ministries. Key decisions are made during active troubleshooting of an incident and planning and implementing changes to the IMT services.

### Key Relationships

Major stakeholders and purpose of interactions:

GoA staff (clients and customers) - Requirements gathering, problem resolution, providing guidance and recommendations.  
Technical Services Team Peers (colleagues) - Knowledge exchange, technical assistance, project team interactions  
ISM and TSO Peers - Information sharing, collaboration for complex service design, implementation and maintenance.  
Vendors - Support, research, learning and design.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Computer related discipline

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

Positions at this level work with other IT professionals and are assigned to project duties that require thorough knowledge of computer science concepts and methodologies (software, infrastructure, programming, network and mainframe products, and systems management). This theoretical knowledge is typically gained through a post secondary degree in computer sciences or related program and two years of hands on related experience (four years of related experience is required if an employee has a related diploma).

Knowledge of Government IT policies and legislation and an understanding of its application on related assignments.

Understanding of project management concepts and processes.

The ability to work well in a team environment, take direction, mentor junior employees and work within deadline constraints is essential.

Strong communication skills are required to explain IT concepts, consult with stakeholders and provide guidance.

Formal training in Microsoft Windows OS (2016-2022), Azure Cloud Services, AWS Cloud Services and Power-Shell scripting is required.

Knowledge and understanding of technologies employed, such as Hardware Systems (HPE / CISCO), Configuration Management (Endpoint Manager), Virtualization (VMware/Hyper-V) and Infrastructure as Code (Terraform/Ansible) experience and training would be an asset.

A general understanding of IT policies and programs, CIS Security Controls and ITIL Practices.

Strong organizational skills.

Familiarity with Government IT policies and legislation and an understanding of its application on related projects.

## 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	
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>	
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports</li> </ul>	

