

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (200 character maximum)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Organizational Structure

Division, Branch/Unit

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 JobTitle to align with job title consolidation directive.
Updated tools and operational experience to reflect modern cloud and platform deployment practices, including containerization, Infrastructure as Code (IaC), and cost optimization.
Introduced AI workload support and other AI related proficiency to reflect emerging operational needs.
Refined language for clarity, consistency, and alignment with current cloud and platform operations.

Responsibilities Removed:

Responsibilities more suitable for UX Designer and Service Designer were removed

Job Purpose and Organizational Context

Why the job exists:

The Software Delivery Branch supports and enables product and platform teams by providing access to underlying infrastructure such as AI enabled solutions, cloud services, common tooling and patterns, and capability in architecture. This Branch also leads the evolution of the technology practice around digital service delivery including the expansion of DevOps, and the delivery of modern architecture support.

The Cloud Operations Analyst is responsible for the design, management, and maintenance of hybrid cloud infrastructure, with a strong focus on day-to-day operations, monitoring, and incident management. This includes building and supporting tools and frameworks for operational monitoring, alerting, and troubleshooting, as well as implementing Infrastructure as Code (IaC) practices to enable standardized, secure, and repeatable deployments. The Analyst works closely with Product Teams to resolve issues in existing or new applications that leverage containerization and cloud-based platforms, and provides subject-matter expertise to guide effective operational best practices. Additionally, the role supports the evolving needs of AI-enabled services by helping ensure GoA's hybrid cloud environments are scalable and suitable for data-intensive workloads. This work supports the migration of existing GoA products and applications to the hybrid cloud and the reliable delivery of modern digital services.

This role reports to the Manager CloudOps.

Responsibilities

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

Cloud Strategy and Planning

- Identify and implement best practices for cloud and hybrid cloud architecture and operations, including containerization, to support scalable, secure, and resilient applications.
- Collaborate with engineering and Product Teams to evaluate and recommend appropriate cloud, container, and platform solutions aligned with business and technical needs.
- Develop and maintain disaster recovery and business continuity plans for cloud, hybrid cloud, and containerized services and systems.
- Support the enablement of AI-enabled and data-intensive workloads, including AI-assisted troubleshooting, by ensuring infrastructure is suitable for data processing, model deployment, and performance scaling.
- Contribute to cloud governance frameworks, including cost management, compliance, and operational standards.

Cloud Operations and Infrastructure Management

- Design, manage, and maintain cloud, hybrid cloud, and containerized infrastructure using Infrastructure as Code (IaC) practices to enable standardized, secure, and repeatable deployments.
- Develop and maintain monitoring, alerting, and incident response frameworks, including the use of AI-assisted operational troubleshooting techniques, to ensure the availability, reliability, and performance of cloud and containerized environments.
- Assist in the deployment, scaling, and troubleshooting of hybrid cloud infrastructure, container platforms, and supporting services.
- Provide operational support for cloud-based and containerized applications, including the resolution of infrastructure, platform, and security-related events.
- Support the use of build, release, and automation tooling (e.g., BuildMaster or similar tools) to enable reliable application delivery and operational consistency.
- Coach and mentor team members and technical staff on operational best practices, Infrastructure as Code, and cloud, hybrid cloud, and platform operations.
- Ensure consistent operational practices across teams through documentation, automation, and centralized oversight.

AI fluency

- Daily use of generative AI and agentic tooling for executive-grade work: drafting, analysis, structured retrieval, and automation. Comfortable with prompt design, retrieval-augmented generation, and evaluation of AI output for risk, hallucination, and sensitivity. Builds AI-augmented routines; does not only consume AI tools.
- Process automation literacy: Working knowledge of process-automation patterns, including workflow automation, digital forms, agentic process orchestration, and the implications of these patterns for staff roles and

workflows. Able to translate technical change into accessible staff-facing communication.

Support the Manager and Director in achieving Unit goals and priorities.

- Provide insight and recommendations on issues, opportunities, and challenges in performance measures and analytics practices and culture.
- Work collaboratively with team, unit and branch staff to ensure appropriate coordination and integration of branch functions and delivery of products, tools, processes, and services.
- Establish and maintain relationships with department and GOA representatives, stakeholders, and partners.
- Represent the branch and/or the division on department working groups and committees with diverse mandates and responsibilities.
- Develop content for reports, briefings, and responses to queries related to cloud operations, performance, and service delivery.

Problem Solving

Typical problems solved:

- This team has a direct responsibility to maintain optimal operation and management of cloud-based and hybrid cloud infrastructure that supports and enables product and platform teams to build products and services in a cloud environment. Each new product or service will provide new challenges related to cloud infrastructure, containerization, or integration, requiring innovative solutions that the Analyst will build and apply. Monitoring cloud and containerized application operations also challenges this position to assess and address operational issues, including the use of automation and AI-assisted troubleshooting techniques where appropriate.
- With each new application in cloud services or changes to existing applications, there are unique problems that may require solutions that are not readily known; the Analyst works with appropriate team(s) and vendors until a resolution has been reached. The incumbent's knowledge and experience allow them to jump in and work with product teams as needed across various cloud, hybrid cloud, and platform-related topics.

Types of guidance available for problem solving:

Problem solving is guided by direction from the Manager, the overarching platform practice and governance standards, the Digital Strategy, professional knowledge and experience, and consultation with peers and other stakeholders. Creativity and strategic thinking are applied to consider projects holistically, including assessing costs and benefits over the lifecycle of services delivered to Albertans in cloud and hybrid cloud environments. Highly developed, process-oriented skills are required for troubleshooting, problem solving, and problem resolution, including in areas such as containerized platforms, Infrastructure as Code, and the use of AI-assisted techniques where appropriate.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:

- Provisioning and operational management of cloud-based and hybrid cloud environments that host a wide range of Government of Alberta products and applications used for public program and service delivery.
- Reliable and secure cloud-based and containerized services that enable ministries to deliver critical programs to Albertans, with projects varying in scope, scale, and cost, including large, multi-year initiatives that influence long-term budgets and resource planning.
- The success of digital transformation efforts, including the enablement of AI-enabled services, which rely on scalable and high-performance cloud and hybrid cloud infrastructure.
- Prevention of business interruptions through proactive monitoring, standardized deployments using Infrastructure as Code (IaC), including automation and AI-assisted troubleshooting where appropriate, and robust incident response practices.
- Reduction of operational risk and cost through centralized oversight and consistent cloud and hybrid cloud operations across ministries and teams.

Internally, the work of this position impacts:

- Integration of evolving best practices in cloud operations, including monitoring, alerting, containerization, cost optimization, and secure deployment standards.
- Consistent and repeatable infrastructure provisioning through IaC, reducing manual errors and improving deployment velocity.
- Expert guidance and operational support provided to product and platform teams, particularly in navigating complex cloud, hybrid cloud, containerized environments, and AI workload requirements.
- Strategic operational recommendations to senior and executive leaders that inform decision-making and support

branch-level planning and priorities.

- Cross-functional collaboration across divisions and departments to ensure alignment, knowledge sharing, and operational consistency.
- Centralized expertise in cloud and platform operations that supports governance, performance, and innovation across the organization.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Manager – provide status updates on projects; provide cloud and hybrid cloud architecture knowledge and advice to inform recommendations to branch leaders.
- Branch and Division leaders – provide recommendations on the roadmap for cloud and hybrid cloud services; evaluate and recommend new cloud and platform capabilities; advise on emerging operational issues and opportunities.
- Cloud Platforms team members – teamwork and collaboration; support and provide coaching and operational support to other team members on projects.
- Product Teams – provide guidance and expertise on cloud architecture, containerization, and operational best practices; support the design of cloud and platform assets used in product and application development.
- Division staff or other division staff (e.g., TSO Cloud Platforms, DevOps) – collaborate on projects; share intelligence; respond to queries related to cloud, hybrid cloud, and platform operations.

External

- Other jurisdictions and industry - research leading practices; share Alberta's perspectives related to platforms.
- Contracted resources - engage on projects; provide guidance and GoA context as needed.

Required Education, Experience and Technical Competencies

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

If other, specify:

Computing science. Experience may be considered in lieu of a degree

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

Education and Experience

- Post-secondary degree in computing science. Experience may be considered in lieu of a degree, with related credentials and hands-on experience in cloud, hybrid cloud, and platform operations.
- Demonstrated experience supporting day-to-day cloud platform operations, including provisioning, monitoring, incident response, operational troubleshooting, and cost optimization.
- Hands-on experience working with major cloud platforms (e.g., Microsoft Azure, Amazon Web Services), including the use of Infrastructure as Code (IaC) tools such as Terraform or ARM templates to support standardized deployments.
- Experience supporting containerized workloads and platforms in cloud or hybrid cloud environments
- Exposure to supporting AI-enabled or data-intensive workloads in an operational context, including assisting with deployment, monitoring, or troubleshooting.
- Familiarity with cloud governance, security, and compliance practices as they relate to operational support.
- Experience contributing to the development or improvement of operational procedures, standards, and best practices.
- Experience working in user-centered digital delivery environments, supporting high-visibility or mission-critical services.

Technical Competencies, certification and/or training

- In-depth knowledge of computing science principles with strong practical experience in cloud and platform operations.
- Working understanding of technical architecture components relevant to cloud services, container platforms, and operational support.
- Proficiency in Infrastructure as Code (IaC) practices to support secure, repeatable, and well-governed cloud deployments.
- Experience using monitoring and observability tools (e.g., Azure Monitor, AWS CloudWatch, Prometheus, Grafana)

to support system health, incident detection, and resolution.

- Familiarity with cloud cost management and optimization approaches used in operational environments.
- Knowledge of cloud security concepts, including identity and access management (IAM), encryption, and compliance requirements, from an operational support perspective.
- Experience supporting containerization and orchestration platforms such as Docker and Kubernetes in production or pre-production environments.
- Understanding of the operational considerations for supporting AI-enabled services, including performance monitoring, scalability, and the application of AI-assisted troubleshooting techniques where appropriate.
- Scripting and automation skills using PowerShell, Bash, or Python to support operational tasks and platform reliability.
- Broad understanding of Government of Alberta services and client ministry needs to inform practical cloud and hybrid cloud operational decisions is an asset.
- Ability to adapt to shifting priorities and evolving technical or business requirements in an operational setting.
- Strong judgment and applied problem-solving skills when resolving complex operational issues.
- Ability to collaborate effectively, share operational knowledge, and support others through mentoring and peer guidance.
- Working knowledge of project delivery principles as they relate to cloud and platform operations.
- Ability to work within policy, regulatory, financial, legal, ethical, and user constraints common in public-sector operational environments.
- Advanced troubleshooting and diagnostic skills for resolving cloud, hybrid cloud, and container platform-related service issues.
- AI fluency, including practical use of generative AI and agentic tooling for analysis, drafting, retrieval, and automation, with sound judgment in prompt design, output evaluation, and application of automation patterns in operational contexts.

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		
Develop Networks	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works on maintaining close relations with all stakeholders: <ul style="list-style-type: none"> • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques 	Work closely with GoA ministry partners and external stakeholders to identify and advocate technologies that will lead to digital transformation.
Build Collaborative Environments	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Facilitates open communication and leverages team skill: <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 	Analyze impacts, exposure, and risk.

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 	Collaborate with agile teams and stakeholders to understand problems and provide complex software solutions.
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in a changing environment and takes initiative to change: <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 	Employ an agile, product-oriented approach in providing solutions for stakeholders.

Benchmarks

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