New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

CCS Team Lead

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 CCS team lead is responsible for consistent delivery of services provided by the Collaboration and Content Services (CCS) team. The role supports service related work including: new development and configuration; system/application maintenance and support; multiple projects support and leadership; technical consultation/ expertise/leadership; Electronic Information Management (EIM) expertise and leadership; maintaining customer relationships; and ensuring compliance with GoA standards/policies/practices/etc.

The lead is responsible for day to day planning, coordination, and prioritization of work assignments within the CCS team. Further the lead is responsible for balancing the needs of all ministries in the GoA as stakeholder, as well as technical needs of more than 20 various technology platforms with over 50 integrated external apps, 100s of integration points, and the internal needs of Service Alberta.

This position is responsible for the delivery and ongoing support of digital accelerator services. These services let partners (both technical and business led) spin up advanced & powerful solutions with incredible speed, precision, and confidence, all in a well supported environment.

The role had direct responsibility for ensuring critical and vital records needed to protect the lives of Albertans are available 24/7 for accountable platforms.

Responsibilities

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

Lead development, enhancement, maintenance, and bug fix efforts for applications and databases used to support services provided by content services team while ensuring quality and integrity of delivery

- Ensure integrity and optimal performance of application and databases in vital and critical applications in a 24/7 environment
- Ensure the quality and maintainability of application and database developments are considered in the design phase of work
- Ensure compliance with GoA policies, procedures, standards, etc. regarding security and development of applications and databases including Protected C information that directly impacts Albertans well being
- Ensure all application and databases changes are developed, tested, and implemented in a well-controlled manner using software release strategy
- Identify and resolve deficiencies and functional defects
- Lead creation or enhancement efforts for application and database development following business requirements
- Prioritize, Schedule, and manage application releases and related resources
- Stay up to date and informed of changing application and database technologies, best practices, cloud services, etc.
- Handle technical escalations from development team and provide technical expertise and guidance to overcome issues

Lead system analysis and requirements consultation ensuring requirements are: well understood; documented; and adhere to GoA standards/policies/practices/etc.

- Lead requirements sessions and liaise directly with clients across all of the GoA, interfaced systems clients, and team members to clarify business requirements for both application and database development
- Identify, analyze, and investigate system/application/database/client requirements and provide recommendations/alternatives that will meet business needs
- Prepare analysis of alternatives and supported recommendations documents, architecture documents, etc. following standard methodology
- Ensure business requirements are gathered correctly and completely and documented following the standard development methodology.
- Prepare documentation such as requirement documents, architecture documents, etc. using standard methodology.

Lead CCS specific systems design, enhancements, and maintenance to ensure the GoA meets industry best practices and follows all GoA standards/policies/practices/etc.

- Provide advanced guidance and advice for core team, and support escalations on how to best implement EIM projects following Industry and GoA best practices, including considerations for hardware architecture, and software solutions
- Adhere to GoA EIM governance for data, records management, and information management
- Respond to queries from clients (including external clients) from all ministries in the GoA regarding a wide variety of topics related to records scanning, meta data, security, site customization & design, and governance
- Keep informed of emerging EIM technology & trends such as: Optical Character Recognition, long term storage of documents, searching best practices, machine learning, cloud services, etc. and how they can be applied within GoA
- Generate ad hoc reports to meet specific client needs and address management information requirements for statistics, data analysis, and special reports

Provide direct leadership on system architecture, maintenance, system configuration, and system support while ensuring services provided by content services team are available and maintained to a high standard

- Coordinate and conduct system testing, including testing upgrades to vendor products (such as operating systems, compilers and utilities, job scheduler, database management systems, etc.) to maintain continued application stability in a 24/7 environment
- Lead and provide escalation activities on-call support after hours/weekends for vital and critical applications to protect the lives of Albertans
- Develop, maintain, test, and execute disaster recovery plans to ensure effective recovery of departmental systems in the event of a true disaster
- Guide and influence production operations teams
- Recommend hardware architecture and software solutions to support systems and platforms
- Coordinate with clients, analysts, interfaced systems clients, and team members during testing to ensure proper system support and operational assistance is available
- Provide dedicated consultation/assistance to the clients to aid them during major or critical production activities
- Provide training as required on major enhancements to internal clients across all ministries in the GoA

Lead a CCS team ensuring priorities are addressed, work assignment are clear, escalations and communications to other teams are address, and resources are balanced
- Respond to legislated changes or priority changes as they occur and adjust plans, assignments, and schedules as required
- Prepare iteration/project work plans and resource estimates based on availability and adjust project work plans and resource estimates to account for changes to priorities and requirements
- Provide direction to mixed team composed of contract resources and employees
- Ensure appropriate communication and coordination of team activities occurs
- Follow up with GoA teams for coordination of work, delays, escalations, decencies, etc.
- Provide solution options to management as needed
- Balance conflicting GoA priorities accross various business areas to ensure that services are delivered in a fair and open manner across all GoA ministries

Problem Solving

Typical problems solved:

The position regularly faces complex technical problems that need to be solved. These are resolved by depending on a strong technical background, creativity, technical knowledge, and by researching and/or consulting with other technology experts across the GoA. These are wide ranging problems affecting business areas across all ministries in the GoA.

The team lead position regularly encounters scheduling and prioritization problems. Resolution requires a broad understanding of GoA priorities and consultation with all ministries and business areas in the GoA, as timing of work and priorities can have broad impact across the GoA.

The position may be challenged with people issues such as personality conflicts, personal emergencies, etc. An understanding of people, relationships, and HR practices are all needed to resolve and handle these problems with stakeholders. Stakeholders range from internal developers, to contract staff, to business partners across all levels of GoA ministries.

Types of guidance available for problem solving:

The team lead role reports to a manager position which can be called upon for assistance and escalations for problems with people, priorities, scheduling, and co-ordination with technical teams. Management input can be sought to help with challenging situation, and to provide advice and support. The position is responsible for providing solution options to management for decisions.

Direct or indirect impacts of decisions:

This role is accountable to make sure all platforms and services within their portfolio are available according to service levels.

The role is responsible for supporting publicly accessible web environments & content.

The role is also responsible for critical and vital records up to Protected C that are directly required for the protection of Albertans on a 24/7 basis. Further the role makes decisions about official GoA records on a regular bases and can affect things like GoA litigation actions, FOIP requests, records disposition, etc.

The decisions made in this role directly impact employees job satisfaction, work life balance, etc.

Key Relationships

Major stakeholders and purpose of interactions:

Team members and leadership
- Provide insights into technical work, and get feedback for ongoing work
- Provide technical leadership to SA1, SA2 and other team members
- Provide architecture, support, and design recommendations to leadership

Various staff across all ministries and business areas in the GoA
- In responding to varied application maintenance and enhancement needs, and critical platform concerns

Service Alberta staff from multiple sectors
- Cooperate with to provide services such as: Database Administrators for problems with the databases, requesting database cross loads, and co-ordination of new and ongoing production issues; Infrastructure for Production access; Test Center to aid in their testing of modifications and enhancements; Production Operations to be available for inquiries regarding the smooth and efficient operation of the systems; Migrations to aid in the deployment of newer versions of the software;

Governance bodies including Governance, Change Advisory Boards, and various committees and groups
- Required for maintenance of services

Records Management / Information Management
- Critical interaction for job function, to properly align services to RM/IM requirements

Project Management Office
- Reporting progress and status for work for various projects supported by services

FOIP / Litigation team
- Responding to requests from various ministries to support FOIP and Litigation request against hosted services

PCS / CPE Communications teams
- Work with teams for web content both internal and external to GoA
- Responding to requests from various ministries to support FOIP and Litigation request against hosted services

Cyber Security Services
- Critical interaction fro job function, to ensure platforms and services are secure

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 or related discipline

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

SA3 Minimum Recruitment Standards apply:
University graduation in computer science or a related discipline plus four years related experience; or equivalent as described below.
Equivalency: A related two-year diploma in computer technology or a related discipline from a recognized post-secondary institution and six years related experience; or a related one-year certificate from a recognized post-secondary institution and seven years related experience.

- This position requires excellent project and time management skills to coordinate requirements gathering sessions, code migration and testing efforts for both themselves and their team

- This position requires the capacity to work with multiple business areas, and multiple business partners from different levels of management, in order to investigate and understand business processes and workflows from any area of the GoA
- This position requires working closely with both Internal Communications and External Communications to ensure that the Intranet and Internet are effectively meeting the communications needs of the GoA
- This position requires working closely with Information Management / Records Management through appropriate consultation and collaboration to ensure client solutions are developed to meet long-term retention & disposition needs
- This position requires managing multiple conflicting requirements, priorities and escalations at the same time
- This position requires leadership abilities to lead, mentor, and supervise multiple technical and support roles
- This position requires leadership abilities to coordinate vendor resources and GoA resources

This position requires the following technical knowledge:
- Adherence to programming principles, techniques, practices, and logic
- Detailed knowledge of database principled, practice, design, configuration
- Adherence to application design and change management procedures
- Service setup, configuration and patching of:
  - Collaboration Services; SHAREPOINT, PROJECT SERVER, NINTEX, INFOPATH, and other related services
  - Content Services; OPENTEXT, DOCUMENTUM, UCM, KOFAX, ADLIB, BLAZON, BRAVA, WEBREPORTS, EXTENDED ECM, and other related services
- Knowledge of Windows Operating System and Microsoft Office software
- Knowledge of Windows Server including security configuration, security configuration and IIS configuration
- Ability to develop and debug code in HTML, HTML5, VBA Script, and JavaScript is an asset
- Ability to develop and modify Cascading Style Sheets (CSS) is an asset
- Ability to develop and modify code in PowerShell, and Batch files is an asset
- Ability to develop and modify code in C#, and MS SQL is an asset
- Ability to develop in ASP.NET using the Model View Controller (MVC) architecture with Entity Framework may be required

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level A B C D E	Level Definition	Examples of how this level best represents the job
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	The position requires advanced problem solving abilities to analyze complex technical systems requirements and implement optimized solutions to address client needs and system requirements. This position is responsible for large scale platform architecture, service design, and ongoing enhancements.
Agility	○ ○ ○ ◉ ○	Proactively incorporates change into processes: • Creates opportunities for improvement • Is aware of and adapts	A very high level of organizational skills is required to simultaneously coordinate multiple projects, individual and

		to changing priorities • Remains objective under pressure and supports others to manage their emotions • Proactively explains impact of change on roles, and integrates change in existing work • Readily adapts plans and practices	team member tasks with tight timelines. The position support critical and vital applications in a 24/7 environment that can directly impact lives of Albertans, so ability to manage emotions and stay focused is crucial. The position requires the strong ability to work with diverse stakeholders to implement technology platforms that provides pathways for vendors and GoA technical staff; while following industry best practices and GoA compliance & legislation.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction	The position understands the goals and priorities of the departments and maximizes resources to achieve those goals and priorities. The position manages platforms, services, and digital accelerators that lower the barrier for entry for other IT and business areas to leverage CCS solutions.
Systems Thinking	○ ○ ◉ ○ ○	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	The CCS services have integrations to over 50 external systems and support more than 20 different platforms, and 100s of integrated components. The position must be constantly considering implications to other systems within their work. The position must have in-depth knowledge of the complex GoA environments and must consider the impacts the solutions or changes have on all other applications, platforms, and services and consistently

			plan for the larger picture.
Build Collaborative Environments	○ ○ ◉ ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	Communication is crucial to this role as coordination with all ministries across the GoA is needed to support, maintain, enhance, and develop the platforms. This role works collaboratively with GoA technical leadership across multiple disciplines. This role works collaboratively with GoA information management, communications, FOIP, and security leadership. This role works collaboratively with CCS and GOA management

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

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
_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature