

## New

Ministry

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

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 Technology and Innovation (T&I) Ministry supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership and expertise in IMT services delivery, security, and corporate investment management that enable the GoA to meet business goals and objectives.

The T&I Ministry uses a one-government approach to IMT governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual client needs. The Business and Technology (BTO) branch creates, maintains, delivers and continually improves IT services consumed by clients. BTO delivers varied IT services related to audit, development, infrastructure, integration, maintenance, operations, platforms, project delivery, quality, service design, service desk, telecommunications and more.

As the Business Support Services Analyst, you will be responsible for engaging with GoA departments to develop and support the platform. Identify platform enhancements (based on knowledge/ suitability for the business problem being addressed), Responding to ministry staff inquiries and acting as the point of contact for interaction between ministry staff and staff in the file rooms, including the Information Management Branch that supports the application. Ensure business and technology changes to services are fully understood in departments by delivering communications and conduct meetings.

## Responsibilities

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

1. Coordinate and complete activities to support platform operations and initiatives, ensuring alignment with the department/division/branch core business goals and objectives.
  - Responsible for engaging with GoA departments to develop and support the platform
  - Understanding and translating business requirements
  - Develop, implement and manage ministry Quality Management and Assurance Programs
  - Support and review client reporting and analytics
  - Help departments develop business requirements and implement enhanced services including, but not limited too
  - Ensure business and technology changes to services are fully understood in departments by delivering communications and conduct meetings.
  - Responding to ministry staff inquiries and acting as the point of contact for interaction between ministry staff and staff in the file rooms, including the Information Management Branch that supports the application.
  - Define business requirements by facilitating focus groups or requirements identification working sessions.
  - Translate business requirements into detailed design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
  - Manage the invoices, payment and chargeback reports and answer questions related to license consumption.
  - Keep stakeholders informed about the system changes, outages, incidents etc.
2. Deliver platform service planning and development including review of feasibility and requirements analysis.
  - Provide expertise and support for the identification, development, implementation, and ongoing enhancement of platform services to support business area requirements and deliverables.
  - Understand the business needs and goals of the client organizations, and support the development and design of business solutions to simplify, improve, automate and/or implement business operations.
  - Assess proposed business opportunities for viability and effectiveness, and develop, evaluate and/or research business cases.
  - Assess the impact of changing technology on products and services, and develop strategies for implementation.
  - Review existing policies and direction to ensure they are consistent with the intended direction of specific initiatives and projects; recommend new or enhanced policies where required.
  - Develop, facilitate and manage workshops/forums.
  - Chair working groups and/or participate on department committees, project teams.
  - Develop proposals in response to identified needs; prepare ROI analysis and conduct business process reviews and modeling sessions and participate in business re-engineering efforts.
  - Facilitate and manage business process development to support enhancement of clients' business functions.
  - Review and evaluate system deliverables combining technical ability with a user perspective to ensure satisfaction of the project/business objectives.
3. Platform Service and Project Coordinator - Drawing on extensive knowledge of business and client needs, business process design and project experience, support projects from inception to completion.
  - Coordinate development of project schedule, plans, and strategies.
  - Identifying existing Platform processes and procedures

- Where new or enhanced applications are being implemented:
- Ensure the implementation aligns with GoA best practices.
- Define business requirements, which may include facilitating focus groups or requirements identification working sessions.
- Translate business requirements into design specifications for systems development, ensuring program objectives, business rules, organizational policies and user needs are addressed.
- Identify where Leadership decisions and change requests are required.
- Help develop Privacy Impact Assessment as required.
- Provide status reporting as required.
- Assist with external vendor contracts.

4. Transition Management- Coordinate the organizational changes from enabling technology and business process reengineering.

- Develop and implement client communications for multiple projects.
- Facilitate change management activities to ready users for the new business processes and tools.
- Develop training strategies, plans, and materials.
- Design, develop, and deliver quality user training including both web based and classroom.
- Design, develop, and deliver quality presentations to multiple user groups and audiences.
- Develop quality assurance processes to ensure data integrity and compliance with policies and procedures.
- The job has a balance between development and implementation. Advisory consultative role.

While prior AI experience is not required, we're looking for candidates with a strong interest in emerging technologies and a willingness to learn about Artificial Intelligence (AI). You should be enthusiastic about using AI to make everyday tasks easier, such as summarizing stakeholder interviews, documenting meeting notes, drafting or updating training materials, etc.

## Problem Solving

Typical problems solved:

- Understand the business needs and goals and provide support based on the best practices and enterprise processes.
- Collect business requirements for systems development.
- Evaluate the diverse trainings needs of contact centres. Design and develop the materials according to the needs and keep the training materials up to date.
- Research best practices and innovations and provide recommendations relating to the implementation and continuous improvement of the contact centre platform and processes.
- Respond to the inquires from different stakeholders and keeping then informed about the system changes, outages, incidents etc., Generate ATPs and monthly consumption reports.
- Work with the technical team to continuously improve the performance of the new capabilities.
- Liaises with virtually all ministries, and may liaise with multiple levels of government, and vendors.
- Generate yearly ATPs and generate monthly consumption will result in proper revenue generation/assessment.
- Manage the invoices and payment, to ensure no disruption in service due to vendors shutting down essential telephony services.
- Manage change and communicate with Stakeholder.
- Draft communications.
- Collect and maintains the key information from contact centres, such as number of users, business continuity plans, distribution lists, retention periods etc.

Types of guidance available for problem solving:

- Manager, Director support.
- Peer support from the technical team and other business support analyst.
- Resources and materials already created for the contact centre service such as best practices, training site, business process documents etc.
- Contact Centre industry and best practice resources.

Direct or indirect impacts of decisions:

- This position works with minimal direction, applying good discretion when making decisions.
- This position partners with Information Management and Communications teams and leverages their published policies and guides.
- Utilizes leadership skills during project-based work and identifies/implements operational efficiencies.
- Critical escalations or communications can leverage director level assistance as required.
- Guidance for GoA strategic direction and priorities can be sought from director level.
- This position works closely with Senior IT System Analyst resources to best understand technology needs.

### Key Relationships

Major stakeholders and purpose of interactions:

- Contact Centre Business Support Team - business understanding, knowledge transfer, support (Daily)
- IM, FOIP, Litigation - Partnership to ensure services meet area compliance (as needed)
- Communications, OCM & Training - Partnership to ensure services meet area needs (as needed)
- Ministry Staff (All levels) - Requirements, consultation, development, issue management, service delivery (Daily)
- BERNIE Team Peers - Knowledge exchanges, leadership, advocate for standards, cross over development (Daily)
- T&I Peers - Information sharing, advocate for services, new services (Daily)
- T&I Leaders - Planning activities, operational recommendations, budget estimates, advocate for services (Daily)
- VIP & executives - Escalations, emergency actions, investigations, priority requests (As needed)
- Vendors - Support issues, research and learning, compliance, engagement (daily)

### Required Education, Experience and Technical Competencies

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

If other, specify:

Information Technology related

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

The Business Support Services Analyst role requires sound business knowledge combined with well-developed skills and knowledge of the technical components, tools and processes. The primary knowledge, skills and abilities required are:

- Excellent communication skills, both written and oral, including strong presentation skills
- Advanced understanding of Contact Centre as a Service (CCaaS) and Cloud technologies such as Nice CxOne and ServiceNow solutions is an asset
- Strong knowledge of Contact Centre business operations is an asset
- Should have strong interest in emerging technologies, a desire to learn and use Artificial Intelligence (AI).
- Strong knowledge change management and information management methodologies
- Project planning, monitoring and management skills
- Strong analytical ability, data interpretation and problem-solving skills
- Ability to positively influence, negotiate and to obtain commitment of others
- Ability to translate business operational requirements into technical solutions
- Ability to function under pressure on several projects simultaneously and to meet time frames

- Strong interpersonal skills with a focus on customer service
- High level of motivation, creativity, and initiative
- Ability to research issues accurately to identify and solve problems
- Ability to recognize and deal accordingly with potential issues
- Strategic perspective- ability to identify the outcomes and impacts
- Strong MS office software 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		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Develop communications to engage different stakeholders.</p> <p>When designing services, an understanding of the client perspective and impact on GoA operations/efficiency is required.</p> <p>Close partnership with key stakeholders, in particular Information Management, FOIP and Litigation teams to ensure service delivery is sustainable and meets their vision.</p>
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>	<p>Maintain a clear understanding of all internal and related services and how they can be leveraged most effectively to meet ministry partner needs.</p> <p>Able to work independently or with a team of analyst to resolve complex problems</p> <p>Pro-actively identifies and implements efficiencies using AI.</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</li> </ul>	<p>Self directed and keeps current with an ever changing industry</p> <p>Identifies knowledge gaps</p>

		development opportunities <ul style="list-style-type: none"> <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>	and pro-actively seeks learning opportunities
Agility	○ ○ ● ○ ○	Identifies and manages required change and the associated risks: <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	Able to adapt approach to a situation in an environment where variable frequently change.  Able to make decisions and communicate under pressure.  Understands the impact of decisions in relation to the larger GoA and can adapts solutions as situations change.
Develop Networks	○ ○ ● ○ ○	Leverages relationships to build input and perspective: <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	Rely on strong networking skills to ensure outcomes and impacts are well communicated with key stakeholders in advance.  Seek to understand the unique business needs and goals and provide support based on the best practices and enterprise processes.

## Benchmarks

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