Alberta

New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager, Analytics Capability

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 Data and Content Management division uses a one-government approach to information and privacy governance, decision-making, and service delivery across the Government of Alberta (GoA) balanced with individual client needs. This facilitates enhanced data access, collaboration, decreased data duplication, and increased innovation to ensure effective and efficient services across the government to provide better services to Albertans.

Reporting to Senior Manager, Data Centre of Excellence, this Manager, Analytics Capability Centre role is responsible for leading a team that is responsible for the development and delivery of analytical products and related services to clients and partners, both internal and external to the GoA. Delivery of these data products and services will support the the vision and execution of the GoA Data Strategy. This role will also lead the establishment and operations of a Data Community of Practice. This role works strategically with other individuals within Technology and Innovation and across the organization to support the efficient and strategic management and analytical use of the organization's data assets. The role focuses on agility, business outcomes, innovation and transformation, and ensuring that data is treated as a corporate asset. This role provides leadership in identification, evaluation, and recommendations of opportunities to address and enhance delivery of data and analytical products and related services.

The efforts of this role will improve access to, and inform use of GoA data assets both within and outside

of government in support of policy analysis, program planning, and decision-making. This role will require the ability to think and work strategically across the organization, as well as diving deeper on data topics related to data architecture, advanced data analytics, data privacy, data access, data governance, and product delivery. This role will work closely with other Managers and Senior Managers (and above) across Service Alberta and the rest of the organization. The position will participate on committees comprising of managers and other knowledge experts to provide advice and prepare recommendations that advance the value of GoA data and information assets.

Responsibilities

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

The Manager is responsible for providing leadership and direction to staff and resources that will provision integrated data services to enable the effective use of GoA data and information assets. This includes:

1. Data Analytics Services and establishing a Community of Practice.

- Lead the delivery of analytical products, frameworks/approaches and related services to clients and partners, both internal and external to the GoA;

- Participate in planning sessions to define initiatives, resolve dependencies, and perform data-driven prioritization in an agile delivery environment;

- Identify and develop analytical services and frameworks that will support business partners;

- Collaborate with cross functional teams to gain deep understanding of the business processes to identify gaps and transformation opportunities

- Monitor and report effectiveness of analytical services delivery to identify potential issues and recommend improvements;

- Develop, implement, and support methodologies, standards, and tools for analysis and data science work;

- Support and inform the establishment of data capabilities within the modern data platform environment to enable sustainable and scalable data analytics to be performed;

- Support initiatives and services including but not limited to data management, data governance, data models, data access, data integration, synthetic data, data quality, lineage, profiling, stewardship, common data, standardized methodologies, data de-identification, data literacy, and data qualityata centre of excellence. This will involve collaborating with, and supporting other teams;

- Lead and/or participate in application evaluation and selection to support effective and efficient data services delivery that align with strategic objectives of the GoA Data Strategy;

- Work collaboratively to provide guidance and training in support of data analytics roles and responsibilities;

- Manage data partner involvement, including vendor and relationship management;

- Provide guidance and advice related to the access of government data and information with internal and external stakeholders;

- Identify and engage key stakeholders and practitioners to build a robust, collaborative network of data professionals, fostering a culture of knowledge sharing and continuous learning.

- Lead regular community of practice meetings and workshops, facilitating discussions on best practices, emerging trends, and innovative solutions in data management and analytics.

- Partner with members of the Community of Practice to promote analytically-powered transformation and simplification.

2. Leadership, Direction, and Support to team members.

- Support the development of a Tshaped profile team , with competencies in data engineering and data science;

- Managing the Analytics Capability Centre team, including hiring, training, and mentoring staff to ensure high-quality analytics and reporting

- Support the cultural shift towards data as a strategic asset and responsible for data innovation as well as continuous improvement;

- Ensure effective leadership by providing direction and coaching support to team members;

- Promote and support quality work aligned with the needs of the Data Centre of Excellence;

- Oversee and guide consultation with stakeholders on analytics services and products ;

- Provide strategic direction, coach, mentor and empower staff to use creative thinking and develop innovative solutions to business needs;

- Provide direction in investigating and developing business requirements; and

- Provide appropriate performance management, learning opportunities and feedback tools, leading by example and fostering a working environment based on trust and respect.

3. Supports the Director in accomplishing mandate of Data Centre of Excellence

- Support the development and communicate strategic plans for data and analytics initiatives, ensuring alignment with organizational goals, priorities, and business plan.

- Supports and enables a cross functional culture within the Data Centre of Excellence.

- Provide updates and possible solutions for various data products options/standards;

- Support other areas of the Data and Artificial Intelligence branch via consultation, review, training, brainstorming etc.;

- Present strategic options, recommendations, training and solutions to senior management as needed;

- Provide advice and consultation in the development and recommendation of new policies, processes, business strategies and standards; and

- Contribute to planning and provisioning related to the Data Strategy.

Problem Solving

Typical problems solved:

Lead and facilitate the delivery of analytics data products, frameworks and services to both internal and external stakeholders. Develop new products, services, policies, processes, procedures - some of which may be new to GoA entirely. Situations are generally unstructured and require creative approaches to

problems and challenges. This position is challenged with analyzing and articulating data needs, including evaluating resource needs, and analyzing and capitalizing on available resources, skills, and capacity. The position must frequently modify approaches and come up with creative new solutions (e.g. developing plans, designing new services, forecasting industry trends, managing a diverse group of professionals.

Develop strategic solutions and tactical plans to address complex data challenges. Develop strategies which educate ministries on GoA direction and initiatives. Obtain buy-in and overcome objections, as required.

Manage competing priorities. Re-align resources to support strategic direction.

Types of guidance available for problem solving:

The Manager will often function independently for problem solving. The role is expected to be research, learn, and work through problems within their network. Overall direction and guidance is primarily provided by Senior Manager, Data Services Delivery.

Additionally, the Manager can seek guidance from:
· Internal GoA policies, guidelines, and procedures;
· Other Managers and Senior Managers within the branch, division, department, and across the GoA;
· Subject matter experts within the branch;
· Director, Data Centre of Excellence; and
· Executive Director, Data and Artificial Intelligence

Direct or indirect impacts of decisions:

Data is managed consistently across the GoA.
Initiatives meet Data policies and align to the Data Strategy.
Albertans' privacy is protected.
Leadership is provided strategic, timely advice and recommendations.

Key Relationships

Major stakeholders and purpose of interactions:

The Manager has regular and ongoing interactions with the following:

Manager's Team, Direct Reports (Daily or multiple times a week):
- Provide guidance, leadership, and direction;
- Manage operational activities and issues;
- Manage performance and provide coaching; and
- Give and receive status updates.

Director, Data Centre of Excellence(Multiple times a week):
- Receive direction;
- Give advice;
- Develop strategic solutions; and
- Give and receive status updates.

Other Managers in the Data and AI Branch (Weekly or bi-weekly):
- Strategize on how to move Data team initiatives forward;
- Develop strategies to achieve goals for the Data team;
- Identify areas for continuous improvement;
- Discuss operational and project activities and issues; and
- Discuss resource management and allocation.

Executive Director, Data and AI (As needed):
- Give and receive updates on on-going initiatives; and
- Deliver presentations, briefing notes, and decision requests.

Teams across Technology and Innovation and GoA (As needed):
- Collaborate on initiatives;
- Discuss initiative activities and issues;
- Discuss resource management and allocation; and
- Ensure service delivery is optimized.

Vendors and Industry Partners (As needed):
- Collaborate to move initiatives forward;
- Resolve issues and make recommendations; and
- Provide leadership and direction where appropriate.

Required Education, Experience and Technical Competencies

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

If other, specify:

4 yrs mgmt or leadership experience or an equivalent combination of education, training and experience.

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

Minimum requirement: University graduation in a field related to the position assignment, supplemented by three years related experience. Related experience or education may be considered as an equivalency on a one for one basis.

EXPERIENCE:
- Delivery
- Managing an agile team including people with diverse skills and backgrounds. People management of data/analytics teams is highly desirable;
- Managing data related projects, including but not limited to keeping projects on time and within budget;
- Strategic engagement with business and enterprise units to provide service for multiple departments;
- Extensive relevant experience in product and service delivery management in a large, complex organization (preferably of similar size and complexity as the Government of Alberta);
- Leading, implementing, and using agile methodologies;
- Developing and executing business strategies with corresponding documentation such as strategy documents, business cases, roadmaps, tactical plans, etc.;
- Developing, implementing, and operating data frameworks;
- Serving and collaborating with a variety of internal and external clients and stakeholders, at multiple levels;
- Lead and/or work on multiple projects/initiatives concurrently;
- Contribute to identifying and resolving business and/or technical problems; and
- Procurement, contract management, and financial management experience are desirable.

KNOWLEDGE:
- Knowledge and awareness of data-centric topics, including but not limited to data management, data acquisition, data preparation, data quality, data manipulation/transformation, data security, data privacy, data policies, data de-identification/anonymization, data analysis, data analytics, data visualization;
- Knowledge of how data moves through the system, is transformed, stored, visualized, and finally enriched through analytics;
- Knowledge and awareness of a variety of information technologies and information management technologies, including but not limited to data analytics/visualization/BI tools, and service management tools and processes;
- Financial acumen to support procurement activities, contract management, and financial accountability; and
- Political acumen to sense and appropriately respond to requests of a political and/or sensitive nature.

SKILLS:
- Strong competencies leadership and coordination;

- Ability to work constructively with volatility, uncertainty, complexity, and ambiguity;
- Strategic thinking skills to work within a broadly defined conceptual framework;
- Ability to identify opportunities for improvement and innovation;
- Systems thinking to consider linkages and impacts across programs and policies;
- Interpersonal and consultation skills when working with business units and/or other ministries;
- Leadership skills to build consensus and influence all levels of staff in the department, Service Alberta and other ministries;
- Issues management, negotiation, and conflict resolution skills to resolve issues and conflicts related to information and data management;
- Analytical, evaluative and creative problem solving skills, including the ability to anticipate, identify and analyze trends and complex issues and synthesize large amounts of information; determine opportunities and risks; develop response options; and make decisions in alignment with strategic and business plan goals;
- Excellent verbal and written communication skills in Alberta's official language, i.e. English;
- Ability to speak and write in a manner that demonstrates the significance of responsible information and data management to GoA program areas;
- Considerate and professional interpersonal and consultation skills when working with other business areas;
- Organizational and project management skills, including ability to lead, plan and prioritize diverse activities;
- Team-building, gaining consensus, building trust;
- Human resource management skills, including succession planning and coaching for staff;
- Ability to manage budgets, including for project management and financial tracking;
- Professional judgment and decision-making skills;
- Strong analytical, evaluative, and creative problem-solving skills;
- Ability to work efficiently independently, and collaboratively within diverse groups; and
- Competence with Microsoft applications, including but not limited to M365, MS Office, MS Project, MS Visio, SharePoint/SharePoint Online.

CERTIFICATIONS/DESIGNATIONS:
- Change Management certification such as PROSCI is desirable;
- Project Management Professional (PMP) designation is desirable; and
- Information Technology Infrastructure Library (ITIL) certification is desirable.

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
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	Data, and decisions made concerning data can impact broader policy decisions within GoA ministries. The Manager needs to consider and understand the impacts on a broad scale to ensure successful delivery of initiatives. Impact of the services delivered can impact areas across the GoA and externally.

Creative Problem Solving	○ ○ ◉ ○ ○	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	This role manages the delivery of data products and services to stakeholder groups that are diverse and often have different business needs and requirements. This position is often faced with unique circumstances that requires developing appropriate solutions that meets business needs but also delivers data services meeting GoA needs overall.
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	The Manager works collaboratively with other Managers and Senior Managers in the unit, division, department and across GoA and with external stakeholders, often on cross-functional teams, to ensure effective delivery of data products and services. The Manager develops and cultivates effective relationships by nurturing a climate of cooperation and collaborative problem-solving.
Develop Networks	○ ◉ ○ ○ ○	Works on maintaining close relations with all stakeholders: • Identifies key stakeholder relationships • Has contact with range of interested parties • Actively incorporates needs of a broader group • Influences others through communication techniques	The Manager needs to build and manage a well-rounded network to ensure successful delivery of services. The role will often need to bring together the right people to develop solutions, or to resolve issues.
Develop Self and Others	○ ○ ◉ ○ ○	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and	The Manager is responsible for a diverse team and will need to leverage the strengths of the team to meet the mandate of the unit. The Manager will be required to provide

		openly discusses team performance • Values team diversity, and supports personal development	constructive feedback, coach and mentor those on the team, and encourage continuous growth and learning.

Benchmarks

List 1-2 potential comparable Government of Alberta:

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 Signatur

_____   _____   _____
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