

## 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:

Reporting to the Manager, Technical Standards, the Mobile App Administrator is responsible for overseeing the GoA presence in the Apple App Store and Google Play Store. This position manages the intake, review, approval, publishing, and maintenance processes for all mobile applications submitted for public release.

The Mobile App Administrator ensures applications meet accessibility standards, usability best practices, security, and mobile platform requirements. The position collaborates with developers, communications teams, accessibility experts, and external vendors to enable the delivery of user-centered, secure, and reliable mobile services. The Administrator contributes to the development of short- and long-term plans to enhance app publishing practices based on GoA needs and priorities and fosters collaborative relationships to embed mobile accessibility and usability standards into ongoing operations.

The Administrator is also responsible for the creation, maintenance, and support of realistic simulated business environments in both Google Workspace and Microsoft 365 ecosystems. These environments allow internal teams to test products, services, and integrations in conditions that simulate real-world external business use cases. The Administrator ensures that environments are configured to reflect the needs and complexities faced by small, medium, and enterprise organizations.

This position plays a key role in supporting the government's digital modernization agenda by promoting

accessible, efficient, and citizen-focused mobile applications. It is critical to supporting Alberta's digital service quality and innovation efforts by providing safe, realistic testing spaces that help teams identify and resolve issues before products reach the public.

## Responsibilities

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

### 1. Manage the GoA mobile application stores

- Oversee administrative accounts for the GoA presence in the Apple App Store and Google Play Store.
- Develop and maintain submission guidelines, templates, and best practices for internal use.
- Coordinate app submissions, updates, and removals with internal program areas. Provide advice to application owners on mobile app store requirements and policies.
- Review applications for compliance with GoA mobile standards, accessibility requirements, and platform guidelines.
- Review application metadata (descriptions, screenshots, accessibility notes) for clarity and compliance.
- Track and report on app store metrics and status updates.
- Liaise with Apple and Google support teams to resolve store-related issues.
- Use approved AI tools, where appropriate, to support drafting submission guidance, summarizing app store issues, preparing status updates, and improving administrative efficiency, while validating outputs before use.

### 2. Maintain compliance with privacy, security, and publishing standards

- Validate that applications meet GoA privacy and security requirements before publishing.
- Advise project teams on mobile accessibility guidelines (e.g., WCAG standards, iOS/Android accessibility features).
- Ensure that mobile apps include appropriate notices, terms of service, and consent mechanisms.
- Support the integration of accessibility, usability, and security into the mobile app governance model.
- Provide technical insights for incorporation into the GoA Mobile App Submission Standard.
- Use judgment when applying approved AI tools to support compliance review, documentation, or issue analysis, ensuring all outputs are checked for accuracy, accessibility, appropriateness, and alignment with applicable requirements.

### 3. Create and manage the testbed environments for the Platforms branch

- Build and configure testbed business environments in Google Workspace and Microsoft 365 that emulate small, medium, and enterprise business structures.
- Maintain user accounts, groups, organizational units, policies, and application integrations within test environments.
- Develop templates and documentation for standard testing environment setups. Capture and document environment-specific issues and support troubleshooting activities.
- Ensure that environments are available, stable, and configured to meet product testing requirements.
- Collaborate with testing teams to simulate real-world user scenarios, security settings, and business operations.
- Use approved AI tools, where appropriate, to assist with drafting setup documentation, organizing issue logs, summarizing troubleshooting patterns, and improving workflow efficiency, while maintaining human accountability for technical decisions.

### 4. Procure and manage the developer tool set for the Platforms branch

- Support the procurement, administration, and lifecycle management of developer tools required by the branch.
- Provide advice on tool use, access, and operational fit in support of branch priorities and service needs.

### 5. Collaborate and promote best practices across the organization

- Provide training and knowledge-sharing sessions for development teams and business areas.
- Participate in cross-ministry digital service governance and standards initiatives.
- Foster collaborative relationships with ministries, accessibility advisors, and external partners.
- Promote the adoption of user-centered design, agile development practices, continuous improvement, and responsible use of approved AI tools in mobile app delivery and support activities.

## 6. Participate in leading the unit / branch to achieve goals in line with Department and government priorities and stakeholder needs.

- Provide leadership, guidance, training, coaching, and mentoring to Junior Analysts; inform and advise the Manager on emergent issues and recommend go-forward actions.
- Implement operational plans, adjusting workflow priorities as needed.
- Provide advice and recommendations to branch leadership to inform their decision-making and to shape responses.
- Participate in unit and branch planning and reporting; draft and contribute to various reports and responses (e.g., Action Requests, Briefing Notes, Cabinet Reports, Office of the Auditor General Recommendations).
- Represent the unit and/or branch perspectives at events and on working groups and committees.
- Serve as acting Manager, as needed.



### Problem Solving

Typical problems solved:

- Resolving complex app store compliance issues.
- Addressing accessibility gaps in submitted applications.
- Managing competing priorities and release schedules for multiple apps.
- Configuring complex Google and Microsoft environments that realistically simulate external organizations.
- Managing competing requests for environment changes, refreshes, or special configurations.
- Troubleshooting integration and access issues within controlled test environments.

Types of guidance available for problem solving:

- Work is guided by Apple App Store and Google Play Developer Program policies, GoA digital standards, mobile app guidelines, publishing requirements, and established branch procedures.
- Accessibility guidance is provided through WCAG standards, platform-specific accessibility practices for iOS and Android, and internal accessibility expectations.
- Privacy, security, and publishing decisions are informed by applicable GoA requirements, with advice available from specialized Privacy and Cybersecurity partners where issues extend beyond the role's mandate.
- Test environment work is guided by Google Workspace and Microsoft 365 administration practices, internal testing protocols, quality assurance guidance, and documented environment standards.
- Approved AI tools may be used to support drafting, issue summarization, documentation, and workflow efficiency, but do not replace technical judgment, compliance review, or final decision-making.
- General direction is provided by the Manager, with additional consultation available from development teams, QA teams, accessibility advisors, vendor support, and other subject matter experts as needed.
- Guidance does not always address the specific circumstances of each submission, compliance issue, or testbed configuration, requiring the incumbent to interpret standards and apply judgment to varied technical and operational situations.

Direct or indirect impacts of decisions:

- Ensures consistent, accessible, and professional mobile app presence for GoA.
- Enhances the public's ability to access government services via mobile platforms.
- Reduces compliance risk related to privacy, security, and accessibility.
- Supports the government's broader digital modernization and transformation initiatives.
- Facilitates provision of accessible, user-centered mobile services to Albertans.
- Improves quality and reliability of digital services tested before public release.
- Reduces risk of external product failures by identifying issues early.
- Supports modernization and innovation efforts by enabling safer, faster testing cycles.

### Key Relationships

Major stakeholders and purpose of interactions:

#### Internal:

- Application Development Teams.
- Digital Services Teams.

- Privacy, Accessibility, and Cybersecurity Offices.
- Communications and Branding Teams.
- Product Testing and QA Teams.

**External:**

- Apple App Store and Google Play Store support services.
- Mobile platform vendor representatives (as required).
- Google Workspace and Microsoft 365 vendor support (as required).

**Required Education, Experience and Technical Competencies**

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

If other, specify:

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

**Job-specific Experience and Competencies:**

- Familiarity with Apple App Store and Google Play Store publishing processes and requirements.
- Strong understanding of mobile accessibility standards and assistive technologies.
- 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.
- Knowledge of user experience (UX) design principles for mobile applications.
- Experience supporting the launch and maintenance of public-facing mobile apps.
- Knowledge of privacy and security practices related to mobile applications.
- Extensive experience supporting small, medium, and enterprise organizations in Google Workspace and Microsoft 365 environments.
- Proficiency in configuring and managing multi-user, multi-organization cloud environments.
- Strong understanding of security, privacy, and data management practices.
- Experience in troubleshooting complex application and integration issues.
- Ability to document and maintain environment setup standards.
- High digital literacy and familiarity with agile and user-centered testing approaches.
- Ability to use approved AI tools to support documentation, issue triage, analysis, and administrative efficiency.
- Ability to assess AI-assisted outputs for accuracy, relevance, accessibility, compliance, and appropriateness before relying on them in operational work.
- Understanding of responsible AI use in a government context, including privacy, information sensitivity, and human accountability.

**Preferred Certifications:**

- Accessibility certifications (asset)
- Google Play Store and Apple App Store certifications (asset)
- Google Workspace Administrator certifications (asset)
- Microsoft 365 Administrator certifications (asset)

**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"/>	Takes a long-term view towards organization's objectives and how to	Understands the mobile ecosystem and its integration with GoA

		<p>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>	<p>digital services.</p> <p>Understands how changes in test environments impact testing outcomes and system behavior.</p>
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 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>	<p>Responds effectively to evolving app store policies, platform updates, and user needs. Operates at a tactical, service delivery level – ensuring real-world compliance with app stores and supporting digital service access.</p> <p>Adapts quickly to changing testing requirements, priorities, and technical updates.</p>
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>Works across ministries and teams to ensure high-quality app submissions.</p> <p>Collaborates across technical and testing teams to ensure high-quality testing environments.</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives</li> </ul>	<p>Shares app publishing expertise and promotes best practices across the GoA community.</p> <p>Shares environment</p>

