

Update

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Contracting System Administrator

Current 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

Changes Since Last Reviewed

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Manager Operations Support within the Procurement and Systems Optimization Secretariat (PSOS), and operating within a collaborative team framework, assumes responsibility for securing contract signatures from vendors and facilitating the procurement and exchange of contract documentation among internal and external stakeholders. Duties involve the methodical maintenance of contracts within the contract record management system - Contract Lifecycle Management (CLM), ensuring the accuracy of stored data. Additionally, the position is tasked with ensuring compliance to the standards defined in

Canadian trade agreements and organizational policies and procedures, including routing audit and FOIP information requests. The duties for this position include the provision of training and assistance to all personnel regarding the enforcement of records management policies, procedures, and optimal practices pertaining to information management. The position will also facilitate access and administrative support for financial, supply chain systems to advance the delivery of patient-centric, safe and high-quality healthcare for all Albertans.

As the PSOS evolves, this position will provide ongoing support to current and future organizations as defined by the Managing Director of the PSOS.

This position administers and posts all bidding opportunities on the Alberta Purchasing Connection portal (APC) for Alberta Health Services (AHS) and dispatches executed agreements to both internal and external stakeholders.

Additionally, this position oversees the management of user access and account information within procurement systems. This involves the maintenance of corporately held accounts for all departments within AHS, including those for Grand & Toy and Amazon, as well as the setup of external customer accounts for external purchasing portals and access to Oracle roles and responsibilities.

Responsibilities

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

Contract Records Management and Audit Compliance

- Reviews all contracts to ensure completeness in accordance with established AHS policies, legislation, and practices and are within the system requirements of CLM.
- Ensures timely and accurate communication of information to internal and external stakeholders.
- Electronic files are reviewed in detail to ensure that the contract information is included in the system, therefore any reports produced are reliable, timely, complete, and accurate.
- Conducts thorough reviews of "Requests for Contracts" to ensure compliance with the Delegation of Financial Authority (DOFA) and completion of all necessary fields. If the request aligns with AHS requirements, initiates, and assigns a "Request for Contract" in CLM.
- Provides training and support for all staff regarding the implementation of records management policies, procedures, and best practices related to information management.
- Uses critical thinking skills to prioritize workload based on contract execution dates, political priorities, and patient care impacts.
- Converts contacts, agreements, and supporting documents from archived systems and from work completed offline.
- Conducts audit compliance reports and shares feedback with the team.
- Provides program interpretation, advice, and information on a variety of policy and procedures in relation to contract documents and processes.

Posting and Routing of Contracts

- Accurately posting all RFX documents to APC:
- Perform due diligence review to ensure completion and accuracy of all RFX documents.
- Posting all documents on APC.
- Entering and attaching posting and documents into CLM.
- Awarding bids on APC within 72 days of contract award date.
- Sending executed agreements to all stakeholders.
- Creating envelopes and signature templates for contract signing and other legally binding documents through DocuSign for all internal and external stakeholders.

Administrative Support

- Provides contract administrative support to Contract Coordinators regarding documentation, reporting, filing, contract maintenance and monitoring.
- Creates and closes requests and contracts in CLM as well as tracks workflows through JIRA electronic ticketing system.
- Supports Contracting by creating sites in CLM and moving milestones.
- Attaches Data Integrity spreadsheets and supporting documents with blanket update to CLM.
- Resolves vendor issues by forwarding vendor contract copies for signatures and ensure signatures have been obtained to validate executed contracts have been received.
- Reviews requests from Contracting to unlock expired contracts and if appropriate, unlocks contracts in CLM so Contracting can resume the contracting process.

- Reviews and compares vendor legal names on contracts, CLM, Oracle and supporting documents to ensure consistency and that a valid and legal vendor name has been utilized. Should there be discrepancies, recommends to Contracting that vendor maintenance and/or vendor merges may be required. Complete vendor maintenance and vendor merges when required in CLM.
- Configure submitted Intranet posting updates and new pages for CPSM departments based on naming conversions and/or metadata updates and submit to WebComm for uploading.
- Creates and maintains all internal process maps and standard operating procedure documents for the team.
- Develops and maintains various SOP procedures for applications used with the Contracting portfolio such as DocuSign, CLM, APC, Grand & Toy and Amazon Business Accounts and JIRA.

Contract Records Management and Audit Compliance

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- Ensures timely and accurate communication of information to internal and external stakeholders.
- Electronic files are reviewed in detail to ensure that the contract information is included in the system, therefore any reports produced are reliable, timely, complete, and accurate.
- Conducts a due diligence review of "Requests for Contracts" to ensure sign-off(s) follow the Delegation of Financial Authority (DOFA) and all required fields are completed. Should the request meet AHS requirements, will create and assign a "Request for Contract" initiation in CLM.
- Provides training and support for all staff regarding the implementation of records management policies, procedures, and best practices related to information management.
- Uses critical thinking skills to prioritize workload based on contract execution dates, political priorities, and patient care impacts.
- Converts contracts, agreements, and supporting documents from archived systems and from work completed offline.
- Completes audit compliancy reporting requests and shares feedback with the team.
- Provides program interpretation, advice, and information on a variety of policy and procedures in relation to contract documents and processes.

Posting and Routing of Contracts

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Problem Solving

Typical problems solved:

The conversion and maintenance of contracts that requires the position to address a large variety of issues in contract administration including errors in data elements, contract schedules relative to scope of procurement or services. This position reviews the work and documents created by higher level positions to ensure that policy, legislation, documentation, and approvals meet contract standards set out in AHS Corporate Contract policies. The position is required to filter through a significant amount of information when creating contract related system elements. This position is a gatekeeper that ensures compliance to policy and defined processes before contracts can be entered into and agreements finalized. This position rectifies milestones within the CLM framework, addresses system errors, and offers training on its utilization and governance protocols. Resolving problems and responding to user business needs and concerns, addressing issues with current production functionality, providing specialized knowledge and information to all internal and external customers.

This position also resolves issues regarding processing access requests to financial and supply chain systems following Standard Operating Procedures, Delegation of Approval Authority policies and procedures. This position also resolves barriers to Physician system access with regards to the provision of supplies for Physician offices, reviewing

documentation and communicating directly with Physician offices to rectify incorrect or missing information.

In addition, this position addresses access requests to financial and supply chain systems by adhering to Standard Operating Procedures and Delegation of Approval Authority policies. It also resolves obstacles related to physician system access, ensuring the provision of supplies to physician offices through documentation review and direct communication with offices to rectify any inaccuracies or omissions.

Types of guidance available for problem solving:

- Contract requirements
- Standard Operating Procedures
- Contracting policies
- Canadian trade agreements
- Manager Operations support
- Senior Management within contracting

Direct or indirect impacts of decisions:

Ensure compliance to policies, procedures, and trade agreements to mitigate liability and risk for the organization. Address delays in contract execution and associated procurement or service delivery to uphold the quality of patient care. Handle Freedom of Information and Protection of Privacy (FOIP) requests efficiently and effectively. Ensuring security protocols are followed in the provision of various system access maintains the integrity of the financial system.

Key Relationships

Major stakeholders and purpose of interactions:

External:

Vendors

- Explanation of contracting process.
- Obtain vendor signing for contract.
- Provide copies of executed agreements.
- Triage and escalation of issues to Contracting.

Physician offices

- Provision of access to financial and supply chain systems

Internal:

Data Integrity (DI):

- Processing of emails and spreadsheets into CLM.
- Notification to Contracting.
- Receipt of DI information from Contracting.

Contracting (Contract Coordinators, and Contract Managers, Directors, and Executive Directors):

- Process and triage all submitted requests.
- Post all competitive bids on APC as well as any amendments.
- Award postings on APC.
- Complete entry of executed agreements and closing of contracting milestones for record keeping in CLM.
- Training and clarification on CLM, policies, procedures, forms and approval processes.

Clinical / Program End Users (Program employees, Managers Directors and Executive Directors):

- Processing of "Requests for Contracts".
- Provide clarification on approval levels, forms and contracting policy and procedures.
- Provide copies of contracts.
- Triage and escalate issues to Contracting.
- Provide access to financial systems.
- Administrator for amazon ordering portal.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Business

2nd Major/Minor if applicable

Designation

If other, specify:

Supply Chain Management

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

- Proficiency in Contract Management Systems with extensive expertise and hands-on experience.
- Experienced in utilizing Windows and all Microsoft Applications, with intermediate proficiency in DocuSign.
- Proficiency with Contract Life-Cycle Management (CLM) processes at an intermediate level.
- Demonstrates an advanced understanding of Public Procurement practices and Canadian trade agreements.
- Brings over 5 years of invaluable experience from previous roles within large public organizations. Possesses exceptional verbal and written communication skills, effectively engaging with diverse stakeholders including staff, management, and vendors.
- Experience with Oracle or other ERP systems is preferred.
- A customer-centric approach coupled with strong teamwork capabilities. Demonstrates initiative and discretion in handling confidential information, while being proactive in executing assigned tasks. Thrives in a fast-paced environment, adept at prioritizing tasks to meet deadlines effectively.

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		
Agility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Proactively incorporates change into processes: <ul style="list-style-type: none"> • Creates opportunities for improvement • Is aware of and adapts 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 	Identifies inefficiencies in contract management processes and proposes innovative solutions to streamline workflows and enhance efficiency. Responds flexibly to shifts in organizational priorities, adjusting contract management strategies and resource allocation accordingly to ensure continued effectiveness. Demonstrates resilience and adaptability when faced with sudden changes in project scopes or timelines, swiftly realigning priorities to meet evolving needs. Maintains a composed demeanor when navigating high-pressure situations such as tight deadlines, ensuring decisions are made objectively and in the best interest of the organization. Provides support and guidance to colleagues and stakeholders, helping them manage their emotions and maintain focus amidst challenging circumstances. Proactively communicates with team members and stakeholders to articulate

			how changes in contract management processes or procedures will impact their roles and responsibilities.
Develop Networks	○ ● ○ ○ ○	<p>Works on maintaining close relations with all stakeholders:</p> <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 	<p>Proactively identifies and cultivates relationships with key stakeholders involved in contract management processes and shares with the team.</p> <p>Recognizes the importance of understanding the unique needs and preferences of each stakeholder group and adapts communication and engagement strategies accordingly.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • 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 	<p>sets and accomplishes goals and priorities to deliver outcomes consistent with Government direction, departmental objectives and public expectations.</p> <p>Contract may be politically charged taking precedent over other contracts to be routed, posted, and maintained. Sets performance standards and monitoring processes to ensure deviations from the plan are identified at an early stage. Understands service agreements levels and identifies when workload may not fall within the expected timelines. Prioritizes and escalates work where applicable.</p>
Develop Self and Others	○ ● ○ ○ ○	<p>Seeks out learning and knowledge-sharing opportunities:</p> <ul style="list-style-type: none"> • Reflects on performance and identifies development opportunities • Takes initiative to stay current • Shares with the team even when not asked • Actively coaches and mentors direct reports 	<p>Actively contributes to a culture of knowledge-sharing within the team by voluntarily sharing insights, experiences, and best practices related to contract management. Recognizes the value of collaborative learning and openly communicates lessons learned from both successes and challenges to facilitate collective growth and improvement. Takes on a proactive role in coaching and mentoring, providing</p>