

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Applications & Systems Analyst

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

AEMA, Central Operations, PACT

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to the Applications and Systems Team Lead, the Applications and Systems Analyst supports the Alberta Emergency Management Agency's (AEMA) Public Alerting, Communications, and Technology (PACT) team by managing critical systems and tools vital for public safety and emergency response. This role is centered around maintaining, enhancing, and supporting the Alberta Emergency Alert (AEA) system and the Incident Information Management System (IIMS), both of which are essential for issuing life-saving alerts, coordinating emergency responses, and supporting situational awareness during incidents across Alberta.

Located within the Provincial Emergency Coordination Centre (PECC), the Analyst ensures the operational integrity of these systems, ensuring they are reliable, user-friendly, and aligned with provincial emergency management strategies. By collaborating with internal and external stakeholders --including telecommunications providers, emergency response agencies, and municipalities --the Analyst helps facilitate effective system use, providing training, resources, and technical expertise to users in both routine and emergency scenarios.

Responsibilities

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

1. System Maintenance and Support

- Provide day-to-day operational support for AEA, IIMS, and other systems managed by PACT.
- Troubleshoot technical issues, perform system testing, and ensure alignment with Government of Alberta (GoA) security and IT policies.
- Monitor system performance and escalate issues to the Team Lead or IT partners as needed.

2. User Support and Training

- Develop and deliver training materials for system users, including emergency management personnel and public alert issuers.
- Provide end-user support, including responding to inquiries and resolving system access or functionality concerns.
- Assist in the development and documentation of system procedures and guidelines.

3. Stakeholder Engagement

- Collaborate with emergency management organizations, IT teams, and external partners to ensure system functionality and improvements align with operational needs.
- Facilitate communication between users and the PACT team to gather feedback and address requirements.
- Contribute to stakeholder consultations related to system updates and public alerting improvements.

4. Continuous Improvement and System Enhancements

- Assist in the identification of system gaps and recommend enhancements to improve functionality, efficiency, and user experience.
- Support the implementation of new features or upgrades in coordination with the Team Lead and external vendors.
- Participate in testing and evaluation of new technologies and tools.

5. Data and Reporting

- Generate reports and dashboards to provide insights into system performance and usage.
- Support data analysis for post-incident reviews or system evaluations.

Problem Solving

Typical problems solved:

Troubleshoot and resolve issues in critical systems like AEA and IIMS to minimize operational disruptions, escalating when necessary. Balance competing demands from stakeholders by triaging requests and ensuring alignment with organizational priorities. Help support development of training materials and resources to improve user confidence and self-sufficiency while addressing support needs efficiently. Identify inefficiencies in current processes and systems, and recommend enhancements to improve performance and scalability. Provide immediate technical support during emergencies to ensure critical

systems function effectively under pressure. Ensure data management practices meet government policies, including FOIP and cybersecurity standards, to maintain system reliability and trust. Coordinate with multiple teams to manage changes and maintain consistency across interconnected systems.

Types of guidance available for problem solving:

1. Follow documented processes for troubleshooting and maintaining systems like AEA and IIMS. Compliance Standards: Adhere to FOIP, cybersecurity protocols, and government IT policies when managing data and systems. Operational Manuals: Use user manuals, standard operating procedures (SOPs), and technical documentation for reference. 2. Seek guidance from the PACT Team Lead for complex or high-priority issues that require strategic decisions. Regular check-ins and feedback from the Team Lead to align tasks with team and organizational goals. 3. Engage with IT teams, emergency management personnel, and other PACT team members for expertise and technical support. Coordinate with external partners (e.g., telecommunications providers) to address system-specific issues or align requirements. 4. Participate in training programs related to emergency management systems, public alerting, and new technologies. Gain insights through hands-on problem-solving and practical application of tools and methods. 5. Leverage the experience and insights of peers within the PACT team or other jurisdictions managing similar systems. Engage with national or regional working groups, such as SOREM or NPAS committees, for shared solutions and innovations. 6. Access technical assistance from system vendors like Pelmorex or third-party providers managing interconnected tools.

Direct or indirect impacts of decisions:

Direct Impacts - Ensures system reliability for timely public alerts. Improves user experience through effective training and support. Maintains data accuracy and compliance with policies. Enhances emergency response readiness. Indirect Impacts - Builds public trust in emergency management systems. Strengthens relationships with stakeholders and partners. Influences broader governance and policy improvements. Boosts operational efficiency and resource allocation. Encourages technological advancements for future improvements.

Key Relationships

Major stakeholders and purpose of interactions:

Internal PACT Team: Collaborate on system management and continuous improvement. EMA: Align systems with provincial emergency management goals. System Vendors: Ensure maintenance, upgrades, and operational reliability. GoA IT Teams: Address technical challenges and enforce compliance with IT policies. Emergency Management Personnel: Provide training, gather feedback, and support operations. Maintain infrastructure and explore technological advancements. Educate on alerts and gather feedback to improve accessibility.

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, emergency management

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

Familiarity with emergency management frameworks, such as the Incident Command System (ICS).
 Experience with public alerting systems, incident management software, or enterprise applications.
 Proficiency in IT troubleshooting, system administration, or user support.
 Asset: Experience with Microsoft Power BI for report generation and dashboard design.
 Asset: Experience with ESRI ArcGIS, specifically in creating ESRI Experience Builder apps.

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 checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in an open honest manner with colleagues:</p> <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	
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"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	
Creative Problem Solving	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Is open to new ideas and breaks problems down to identify solutions:</p> <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively questions and challenges the norm • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has 	

