Guide   Benchmarks   Competencies

New

Ministry

Describe: Basic Job Details

Position

Position Number

Working Title (30 characters)

Manager CloudOps

Requested Class

Job Focus

Supervisory Level

Business Unit   **Dept ID**   **Program Code**

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position Number   **Supervisor's Working Title (30 characters)**   **Supervisor's Current Class**

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Software Delivery Branch supports and enables product and platform teams by providing access to underlying infrastructure such as cloud services, common tooling and patterns, and capability in architecture. This Branch also leads the evolution of the technology practice around digital service delivery including the expansion of DevOps, and the delivery of modern architecture support.

This position leads the Cloud Platforms team to provide planning and operational expertise in cloud platforms and operations, which enables Government of Alberta (GoA) products to be developed in or transitioned to a cloud environment. Manager responsibilities include managing the development and implementation of best practices for cloud-based operational processes to be applied across multiple and diverse projects, applications, and services and integrating the work of the team to the overall product development cycle. This work results in improved efficiency and utilization of cloud resources within the agile delivery culture, and enables automation of some processes to support 24/7 operations and improves customer user experience. The Manager plans and manages the priorities of the team and provides guidance to address and resolve escalated issues, mitigate conflicts.

As part of the Unit management team, the Manager provides the team's input to unit planning and reporting and adjusts the Team's operational plans as needed to achieve branch and department priorities. The Manager works collaboratively with leaders across branches and divisions to integrate the work of the team in line with Branch and digital transformation strategies and priorities. Recommendations and advice are provided to inform decision-making by senior

and executive leaders and government officials.

This role reports to the Director, CloudOps.

Responsibilities

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

Cloud Platforms Strategy and Planning
- Manage the development of common practice and provide guidelines to ensure appropriate use of cloud capabilities for product or service delivery.
- Maintain relationships with other managers across the branch, division and in client ministries to advance collaboration, practice in line with overarching digital transformation strategies and priorities.
- Provide recommendations to senior leaders regarding the cloud roadmap and strategies and to improve cloud platform standards and practice.
- Manage the identification and evaluation of requests satisfied by pre-existing offerings or available through current cloud contracts.
- Implement and manage feedback mechanisms from teams to iterate and refine how cloud services are provided to teams and to identify gaps in service offerings.
- Participate in the procurement of new cloud services (e.g., provides the teams' integrated recommendations; participate in the assessment of options).
- Participate in the planning and development of strategies for future cloud services.
- Maintain awareness of new developments in the CloudOps practice in step with industry state of the art.

CloudOps and Cloud Platform Practice Leadership
- Participate in the selection of the technology products best suited to support the service(s) and client(s).
- Coordinate the team's resources and practices with other Service Alberta divisions when implementing cloud solutions.
- Manage the team's projects and all supporting technical staff.
- assess and onboard new cloud platform capabilities, products and services.
- Ensure that any new or updated platforms, services, transactions, and architecture are robust, scalable, open and secure.
- Provide the team with the tools and supports that enables them to effectively deliver their objectives.
- Address and resolve escalated issues and mitigate conflict.
- Provide reports and updates to senior department leaders, other branches, and to client ministries.

Lead the Cloud Platforms team to achieve its business goals in alignment with unit and branch priorities within a positive team environment.
- Identify and monitor the implementation of operational plans, adjusting workflow priorities as needed.
- Provide leadership, guidance, professional development, and mentoring to team members.
- Promote open and collaborative relationships and pathways within the branch and with other branches, divisions, ministries, and external stakeholders.
- Manage human resources processes (e.g., vacation, training, performance management).
- Review and contribute to various reports and responses (e.g., Action Requests, Briefing Notes, Budgets).

Participate in leading the branch to achieve goals in line with ministry and government priorities and stakeholder needs.
- Inform and advise the Director on emergent issues and recommend go-forward actions.
- Provide advice and recommendations to the department senior and executive leaders to inform their decision-making and to shape responses.
- Participate in Unit planning and reporting.
- Collaborate with the other unit and division managers to maintain information sharing and integrate reports to provide a complete account of the branch.
- Represent the unit and/or ministry perspectives on working groups and committees.
- Serve as acting Director, as needed.

Problem Solving

- Ensuring the Cloud Platform services remain current and evolve to meet new business challenges with appropriate digital service solutions. This team has a direct responsibility to maintain optimal operation and management of the cloud-based infrastructure that supports and enables product and platform teams to build products and services in a cloud environment.
- Balancing capacity between the growth and maturation of the practice against the rapid and ongoing delivery of digital services.

Types of guidance available for problem solving:

A broad view of risks and opportunities must be taken to identify effective solutions at this management level. The ability to weigh multiple needs to maximize results is applied to problem-solving. Senior and executive leaders rely on the Manager to demonstrate confidence in the validity, accuracy, and rigour of the evidence that supports advice and recommendations to build a path forward when problems arise. Accuracy and strategic thinking must be applied to consider projects holistically and to consider costs and benefits over the lifecycle service delivered to Albertans. Problem solving is guided by direction from the Director, the overarching framework and Digital Strategy, professional knowledge and experience, and consultation with peers and other stakeholders. The incumbent works independently to coordinate, monitor, and supervise the Cloud Platform Sub-Unit.

Direct or indirect impacts of decisions:

Externally, the work of this position impacts:
- The provision of core and central cloud platforms underlying digital products and services that underpin and are essential to the development and delivery of services across the GoA and to users and clients that access GoA services (e.g., benefits and grants payments to clients across multiple programs). The projects vary in scope, scale and costs with the large multi-year projects having a significant impact on the long-term operating budgets and resources.

Internally, the work of this position impacts:
- Utilization of cloud platforms for GoA products and services and their ongoing optional operation.
- The roadmap, strategies and priorities for the evolution of CloudOps and utilization of cloud platforms.
- The plans and achievements of the Cloud Platforms sub-unit, which this position manages.
- Recommendations and advice to senior and executive leaders to inform their decision-making and to shape branch plans.
- Collaboration across the branch, division and with other divisions and client-ministries.

Key Relationships

Major stakeholders and purpose of interactions:

Internal
- Director - provide status updates on projects; participate and make recommendations for overarching CloudOps and cloud platform practice and processes; advise senior leaders on relevant topics related to cloud services and pilots etc.
- Cloud Platforms Sub-Unit - plan and lead the team; support professional development through coaching etc. to promote professional progression, guide complex problem-solving.
- Division leaders or other division leaders (e.g., TSO Cloud Platform Services) - project planning and prioritization; share intelligence; respond to queries; contribute to sustaining collaborative pathways.
- Client ministries, as needed - foster and promote the advantages of the cloud environment and agile development approaches; respond to queries and issues as needed.

External
- Other jurisdictions and industry - manage the research in leading practices; share Alberta's perspectives related to

cloud platforms and operations.

- Contracted resources - manage contracted services and projects; allocate budgets and project plans for contracted services.
- Key external stakeholders - participate in group sessions, conferences, or gatherings to better understand context and priorities.

Required Education, Experience and Technical Competencies

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

If other, specify:

computer science, commerce, arts, technology; equivalencies considered.

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

- Related experience in cloud development and digital delivery approaches.
- Experience in CloudOps and user centred / Agile digital delivery.
- Project leadership experience.

- Thorough knowledge of and ability to apply CloudOps principles and methods.
- Strong understanding of cloud platforms and applications and supporting technologies and how they can be applied to the GoA.
- High digital literacy and capable of effectively engaging with technical staff, vendors and stakeholders at all levels to define the best delivery approach to achieve business/user objectives.
- Knowledge of Agile delivery approaches including the fundamentals of service design, human-centered design, and continuous delivery of value.
- Ability to apply the principles of user-centred analysis; can identify who users are and what their needs are, based on evidence.
- Knowledge of management systems and processes including human resources, performance management, budgeting processes, etc.
- Broad understanding of GoA services, and more specifically of the needs of client-ministries to guide product teams.
- Ability to build and maintain effective networks and collaborative environments while balancing diverse needs and interests.
- Strong interpersonal skills to identify and assess client needs.
- Ability to adjust resources across projects and shift priorities as demands or directions change.
- Ability to exercise judgment and creative problem-solving when evaluating complex situations with multi-faceted criteria.
- Ability work with groups to manage change and negotiate solutions.
- Team building and leadership skills.
- Knowledge of and ability to apply project management knowledge and skills.
- Understands and can work within given constraints (including but not limited to technology, policy, regulatory, financial, legal, ethical, social, user constraints).
- Advanced problem-solving and conflict resolution skills.

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
	◯ ◯ ◯ ◯ ◯		