

## Update

Ministry

Technology and Innovation

### Describe: Basic Job Details

#### Position

Position ID

Position Name (200 character maximum)

Continual Improvement Lead

Current Class

Administration 2

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:

Artificial Intelligence (AI) artifacts to align with the new organizational goals.

Responsibilities Removed:

## Job Purpose and Organizational Context

Why the job exists:

The Infrastructure and Service Management Branch manages, operates and supports the information management technology (IMT) infrastructure and productivity tools, and manages the overall provision of technical services, incidents response, and IMT service requests for the Government of Alberta (GoA).

The Service Management Team ensures that robust service management practices are established and consistently applied to support the effective delivery of the Service Management Office, Continual Service Improvement, the Service Catalogue, Service Design, Reporting and Analytics, Knowledge Management, Service Communications, Organizational Change Management (OCM), and Training.

Reporting to the Service Management Office Manager, the Continual Improvement (CI) Lead acts as the Subject Matter Expert (SME) for the Continual Improvement Management (CIM) process. The CI Lead is responsible for helping Service and Process Owners balance cost, quality, and performance through the implementation, support, and evolution of the CIM framework, governance, and processes that drive operational and organizational efficiency.

A core function of this role is to gather, review, analyze, monitor, and report on improvement opportunities identified within the Continual Improvement Register (CIR). This includes partnering with Service Owners and Process Owners to analyze, plan, benchmark, implement, and measure improvement opportunities and projects. The CI Lead owns the lifecycle of improvement initiatives from initial entry in the CIR to successful completion, ensuring measurable business value is delivered.

The ideal candidate thrives in a complex, diverse, and rapidly changing environment with competing priorities. They demonstrate agility, adapt quickly to evolving circumstances, and provide innovative, practical solutions to meet business requirements.

## Responsibilities

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

### Continual Improvement Management (CIM)

- Lead the CIM practice as the recognized subject matter expert in IT service improvement, IT service AI-readiness, and IT service automation.
- Manage the full lifecycle of service improvement initiatives, from ideation through implementation and evaluation.
- Support the transition and transformation of GoA services to the ServiceNow Common Service Data Model (CSDM) 4.0.
- Ensure complete, reliable Configuration Management Database (CMDB) data capture during service onboarding to enable high-quality, AI-ready IT service management.
- Understand the vision, goals, and objectives of customers and Service/Process Owners.
- Identify inefficiencies in services, processes, and tools across the GoA, recommending improvements, particularly where AI automation can reduce manual effort and improve delivery.
- Collaborate with Service Owners and Process Owners to gather requirements, analyze, plan, benchmark, implement, and measure improvements.
- Facilitate and lead continual improvement meetings with stakeholders to balance IT service cost, quality, and performance across the full lifecycle.
- Administer and maintain the Continual Improvement Register (CIR), including categorizing, assigning, and tracking initiatives.
- Review service performance metrics, surveys, feedback, and recurring issues to drive structured process optimization projects.
- Collaborate cross-functionally to implement changes that improve speed, quality, and reliability.

- Lead post-implementation review meeting with stakeholders to evaluate outcomes of continual improvement initiatives.
- Develop, maintain, and improve Continual Improvement processes and procedures.
- Deliver basic training on continual improvement processes and maintain supporting materials.
- Lead post-implementation reviews, document lessons learned, and mentor team members.

## Business Analysis

- Ensure all CSI initiatives align with broader organizational goals and strategic priorities.
- Work closely with leadership to prioritize high-value improvements.
- Partner with Service/Process Owners to gather business and service requirements.
- Ensure service transitions meet cybersecurity and compliance requirements (e.g., STRA).
- Reduce risks of introducing vulnerabilities during deployment and operationalization.
- Enhance visibility into service dependencies and risks to enable proactive cybersecurity measures.
- Prepare, organize, and optimize data for analysis and exploration.
- Conduct baseline assessments and gap analyses of existing services and practices.
- Identify trends through reporting, analytics, and other data sources.
- Translate user requirements into actionable deliverables.
- Provide research, analysis, and analytical support for projects.
- Validate and track CI information, analyzing client feedback for themes and trends.
- Evaluate performance against Key Performance Indicators (KPIs) and Critical Success Factors (CSFs).
- Monitor and report on the outcomes of implemented changes using analytics and dashboards.
- Review stakeholder and customer satisfaction survey results to inform improvement plans.
- Conduct benefit realization analyses to confirm project goals are met.
- Foster a culture of continuous improvement and proactive service excellence across the organization.

## Problem Solving

Typical problems solved:

This position requires a high level of analytical thinking, creativity, and problem solving abilities to successfully create complex and integrated solutions. The person in this role must have the ability to work independently with minimal direction, applying good judgement and superior decision-making skills. Decisions made by this individual has the propensity to affect critical service delivery across the GoA.

Types of guidance available for problem solving:

Team members, Manager and Director are available for consultation. Also leveraging the the broader Service Management Team

Direct or indirect impacts of decisions:

This position is expected to work within established guidelines and frameworks, applying good discretion when making decisions, providing recommendations, planning, initiating and completing work based on business expectations and technology requirements. The impacts of not doing so would have a negative

effect on the delivery of services to business and have a financial impact to the GoA due to implementation delays and re-work.

Key Relationships

Major stakeholders and purpose of interactions:

- Service Management Office Manager, Daily to Weekly:** Information sharing, receive direction, give advice, resolve issues, status reporting - two way exchange.
- Service Management Team, Weekly:** Provide updates and information sharing among team members, problem solving, provide recommendations, knowledge sharing.
- Continual Management Team, Daily:** Provide updates and information sharing among team members, problem solving, provide recommendations, knowledge sharing. Manage operational activities and issues.
- ISM/BTO staff, Daily:** Common needs, project collaboration, information sharing.
- Ministry Clients (All levels), As required:** Provide guidance, requirements gathering, problem resolution, and technical assistance. Knowledge transfer, Information sharing, collaborate on new and existing services.
- Program/Project Steering Committees, As required:** Information sharing, status reporting.
- Vendors, As required:** Common needs, project collaboration, information sharing, IMT issue resolution.
- Other Jurisdictions, As required:** Exchange information, best practices, lessons learned, issues, challenges, solutions and related opportunities

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:			

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

**Position Summary**

This role is responsible for driving IT service optimization and continual improvement across the organization. The successful candidate will leverage industry best practices, advanced technologies, and strategic methodologies to enhance service delivery, enable automation, and align IT initiatives with organizational goals.

**Education and Experience Requirements**

- Degree plus 2 years of experience, or an equivalent combination of directly related education and experience (1 year of education = 1 year of experience, and vice versa).

**Key Responsibilities**

- Lead initiatives focused on IT service optimization and continual improvement.
- Manage and enhance IT Service Management (ITSM) processes, including CMDB management in ServiceNow.
- Drive AI readiness and automation enablement strategies.
- Facilitate cross-functional collaboration and manage organizational change.

- Mentor and coach team members to build internal capability.
- Develop and maintain strong stakeholder relationships across government and external partners.
- Prepare and deliver professional presentations, training materials, and conduct training sessions.
- Analyze and resolve complex problems quickly and efficiently.
- Ensure compliance with privacy and security legislation.

### Required Knowledge and Skills

- Recognized Subject Matter Expertise in IT service optimization and continual improvement.
- Solid understanding of ITIL and ITSM best practices; ITIL and/or COBIT certification preferred.
- Experience with Continual Improvement Management methodologies.
- Hands-on experience with ServiceNow and related service management tools.
- Knowledge of Alberta Government goals, strategies, priorities, and IMT mandates.
- Familiarity with expected IT services and future technology directions within the Government of Alberta.
- Strong analytical, facilitation, and strategic problem-solving skills.
- Excellent verbal and written communication skills, including consultation, facilitation, and presentation abilities.
- Ability to foster innovative approaches and challenge existing practices for optimal outcomes.
- Strong technical and analytical skills, including data validation, quality assurance, and quality control.
- Proficiency with standard business software tools.

### Core Competencies

- Critical thinking and decision-making.
- Ability to manage multiple tasks under pressure and meet deadlines.
- Adaptability to changing priorities and operational needs.
- Collaborative mindset with proven ability to lead and influence cross-functional teams.
- Skilled in stakeholder engagement and relationship management.

### 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"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes</li> </ul>	<p>Evaluates potential solutions and considers implications.</p> <p>Understands complex environments and can anticipate how each component could be</p>

		<p>and potential impacts, seeks stakeholder perspectives</p> <ul style="list-style-type: none"> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>impacted when making changes.</p>
Creative Problem Solving	○ ○ ● ○ ○	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	<p>Able to work independently or with a team to resolve complex problems.</p> <p>Pro-actively identifies and implements efficiencies.</p> <p>Performs root cause analysis and identifies preventative measures.</p>
Drive for Results	○ ○ ● ○ ○	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> <li>• Uses variety of resources to monitor own performance standards</li> <li>• Acknowledges even indirect responsibility</li> <li>• Commits to what is good for Albertans even if not immediately accepted</li> <li>• Reaches goals consistent with APS direction</li> </ul>	<p>Ability to set goals (individual and shared) and breakdown goals into achievable outcomes.</p> <p>Understands barriers to goals and can work to overcome roadblocks.</p>
Agility	○ ○ ● ○ ○	<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</li> </ul>	<p>Able to adapt approach to a situation in an environment where variables frequently change.</p> <p>Able to make decisions and communicate under pressure.</p> <p>Understands barriers and can innovate to overcome challenges.</p>