

New

Ministry

Treasury Board and Finance

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program Solutions 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

TRA, Collections and Recoveries, Business Solutions

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:

Tax and Revenue Administration (TRA) was identified as a Center of Excellence for complex program administration and four collections groups from across GOA were brought together in TRA. The Collections and Recoveries branch was created to consolidate the work of these groups within one branch, a branch responsible for collecting outstanding tax debts and recovering amounts owed to the GOA.

The Branch is integrating the work of all four groups with the goal of modernizing our service delivery through implementation of enhanced methodologies, technology, utilization of data analytics and best practices to increase debt collection and recoveries across all our portfolios and for all our client-ministries.

The Program Solutions Analyst, reporting to the Manager of Business Services, plays a crucial role in coordinating and providing technical support and analyzing complex business processes across all portfolios in the Branch. This position involves developing and coordinating solutions with both internal and external stakeholders.

Responsibilities

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

System and Process Development Life-cycle Support:

- Assist in integrating various collection and recovery systems to create comprehensive debt profiles.
- Develop and maintain new performance measures that monitor the efficiency and effectiveness of collection and recovery strategic initiatives.
- Utilize various software applications effectively in support of business operations.
- Ensure the extraction and transformation of data into reliable and accurate information for decision-making and operational performance improvement.
- Assist in creating and sustaining a branch-level integrated reporting and analytical system.
- Optimize and leverage connected GoA or service delivery partner information management systems.

System Testing Support:

- Assist in the development and execution of comprehensive test plans, ensuring the scope, objectives, resources, and schedule for testing activities are well-defined.
- Support and organize testing efforts by ensuring effective communication between all available resources.
- Execute test cases to validate system functionality and performance, providing support and guidance as needed.
- Identify, document, and track defects or issues found during testing, and assist in working with development teams to ensure they are resolved.

Operational Support:

- Provide technical assistance to teams, ensuring smooth operation and troubleshooting issues as they arise in all applications that support Branch operations.
- Support the management and maintenance of integrations with external applications, including monitoring system performance and troubleshooting integration issues.
- Assist in managing user access and permissions, ensuring compliance with security policies.
- Prepare and generate reports for internal and external stakeholders and conduct data analysis to support decision-making and strategic planning.
- Participate in process improvement initiatives and technical solution identification, providing recommendations to management and stakeholders.
- Assist in the development, planning, and facilitation of internal training programs for staff related to technology.

Facilitate Consultation and Collaboration:

- Contribute to process improvement and technical solution identification, while providing data-driven recommendations to management and stakeholders.
- Coordinate and facilitate knowledge sharing opportunities across the branch to align understanding and practices on common functions.
- Create and distribute pulse surveys to regularly gather insights and feedback from team members to identify areas for improvement, measure employee satisfaction, and track the effectiveness of initiatives.

Knowledge Management:

- Assist in the development, planning, and facilitation of internal training programs for staff, focusing on technology-related topics identified by the group or management.
- Support the update and development of comprehensive technical procedures to ensure compliance with policy requirements, including security expectations and FOIP legislation.

Problem Solving

Typical problems solved:

Applications that support branch operations handle sensitive information belonging to taxpayers across Alberta and beyond. The Program Solutions Analyst collaborates with management, team leads/supervisors, technical teams, external service providers, and GoA Ministries in tasks such as analysis, mapping, user acceptance testing, training, and documentation of business processes.

They assist in recommending technical solutions that enhance internal controls and service excellence in the Collections and Recoveries Branch. These solutions help business teams maintain control over financial transaction processing and improve efficiencies for complex reporting. The position requires a basic understanding of operational applications, business processes, and policy, along with the ability to support change initiatives.

The ability to gather and analyze information to help resolve system and workflow issues is important. The incumbent regularly monitors system performance and takes action to minimize downtimes. This role involves assisting in troubleshooting processes and clearly communicating findings/issues to appropriate parties for further decision-making. The incumbent also supports coordinating system access requirements and ensures access aligns with roles.

Types of guidance available for problem solving:

Independently carries out day-to-day and ad hoc data queries, application support, and problem resolution, requiring a thorough understanding of the applications and the business they support. Plans and organizes own work with independence and sets priorities based on workload review with management and the teams that the role supports. Technical and leadership teams are available to assist in problem-solving and troubleshooting.

Direct or indirect impacts of decisions:

The Program Solutions Analyst operates within the parameters of established legislation, regulations, and policies, exercising significant discretion in providing advice and guidance on the technical development and maintenance of Branch applications. For decisions that fall outside established policies, lack clear precedent, or have the potential for significant impact on Branch operations, resource allocation, and stakeholders, the Program Solutions Specialist consults with the Manager, Business Integration, and/or senior leadership.

Key Relationships

Major stakeholders and purpose of interactions:

- ACTRS and WinCollect CRM Users (internal) - troubleshoot issues and working with vendor support
- Leadership team - work direction and troubleshooting problems
- Other areas within the Division (SCS) - special projects
- External vendor - issue management and troubleshooting when necessary

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:

Bachelor's degree in Information Technology, Business, Data Management, or a related field.

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

- 2 years of related experience
- Familiarity with agile project management tools and techniques, such as creating and managing sprints, user stories, and backlog items.

SQL Skills:

- Proficiency in writing SQL queries to retrieve and manipulate data.
- Understanding of relational database concepts such as tables, joins, and indexes.
- Experience with data filtering, aggregation, and grouping.
- Ability to write and use stored procedures and functions.

Power BI Skills:

- Experience in importing and transforming data from various sources.
- Proficiency in data modeling and creating relationships between tables.
- Ability to write DAX formulas for calculated columns and measures.
- Skilled in creating interactive dashboards and visualizations.
- Familiarity with Power BI Service for publishing and sharing reports.

Asset Certifications:

- Beginner - Intermediate knowledge of Power BI, Power Query, Power Automate, SharePoint Online.
- Microsoft Certified: Azure Fundamentals -demonstrates foundational knowledge of cloud services and how those services are provided with Microsoft Azure.
- Certified Data Management Professional (CDMP) - validates expertise in data management and is recognized globally.
- Microsoft Certified: Power Platform Fundamentals - core capabilities of Power Platform, including Power BI, Power Apps, and Power Automate.

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"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, 	

		seeks stakeholder perspectives <ul style="list-style-type: none"> • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Takes and delegates responsibility for outcomes: <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 	
Build Collaborative Environments	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Facilitates open communication and leverages team skill: <ul style="list-style-type: none"> • Leverages skills and knowledge of others • Genuinely values and learns from others • Facilitates open and respectful conflict resolution • Recognizes and appreciates others 	

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

System Administrator - Infrastructure; Job description 022PS74, Job code 022PS

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature