New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Manager (Application Services)

Requested Class

Manager (Zone 2)

Job Focus

Corporate Services

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

TSO/BTO

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Senior Manager (Zone 1)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Manager is critical to ensuring and integrating effective solution and service delivery of all IMT functions across the allocated portfolio of ministries in the Business Technology Operations. This includes strategic planning, contract management and vendor management. Work performed will utilize Incident, Problem, Change, Project, Service and Capacity Management principles to achieve innovative solution resolving complex requirements. This position provides direction to a combination GoA staff, contractors and external service providers.

Responsibilities

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

1. This position is accountable for ensuring IMT solution and service delivery in the assigned profile is successful and effective in meeting the needs of the ministry clients, stakeholders and the Albertans.
   - IMT System Development
     - Ensure that systems development adheres to GoA DevSecOps framework, and Enterprise IM and IT standards.
     - Identify and/or respond to new system development opportunities.

- Rationalize development opportunities across business areas.
- Ensure system development opportunities are prioritized and approved.
- Ensure resources/plans/budget allocated to address approved priorities.
- Adopt industry best practices for agile, lean development and DevSecOps.
- Ensure application software is delivered on time and within budget, using sound software development practices and secure coding requirements.

- **IMT Program & Project Management**
  - Ensure projects/programs for development/enhancements are successfully delivered on time, on budget and with quality to meet business needs.
  - Ensure projects/programs adhere to GoA IMT standards and practices.
  - Ensure project performance: scope, schedule, costs actual spent and forecast, and quality of project deliverables.
  - Ensure risks related to the delivery of the project are properly managed and mitigated.
  - Ensure business clients are fully engaged throughout the project lifecycle.
  - Provide direction and guidance to the program/project managers and ensure the teams are engaged and deadlines are being met.
  - Ensure timely and proactive communications and reporting regarding projects risks, issues and concerns to the team, Project Sponsors and relevant stakeholders are provided by the program/project managers.
  - Ensure project change requests (scope, time and cost) are identified and financial implications and/or impact have been shared with and approved by the Project Sponsor.
  - Ensure Team health and conflicts are properly managed and members receive recognition.
  - Ensure changes to resourcing requirements are identified proactively.

- **Requirements Management**
  - Ensure business and technical requirements are documented and translated into software specifications.
  - Ensure IMT solutions meet business and technical requirements.
  - Recommend process improvements.
  - Ensure active participation in business case development, business system design, project deliverable reviews, client presentation, testing and training.
  - Ensure quality by tracking and mapping requirements to application functions.

- **Solution Design and Technical Leadership**
  - Ensure architecture and technical advice and guidance are provided to the project teams.
  - Ensure solution architecture designs are aligned to the GoA IMT architectural principles, objectives and standards.
  - Ensure active contribution to the design of appropriate solution architectures and technology roadmaps that meet client requirements.
  - Ensure active contribute to scope, deliverables, estimates and timeline for business cases and project plans.
  - Ensure quality system architectures, solution designs, and functional, technical and user interface designs are produced.
  - Ensure changes are properly evaluates and impact analysis performed.
  - Encourage recommendations on replacing customized functionality with out-of-the box solutions or cloud services.
  - Ensure metrics and performance goals are defined with technology partners and peers.
  - Ensure effective and efficient solutions are delivered and project deliverables are on time, within budget, and adhere to the corporate quality and security standards.
  - Ensure design leverages existing reusable components, traces back to business requirements, and that new modules are designed with reusability and loose coupling in mind.
  - Ensure any issue that affects the integrity of the application (e.g. cross-capability/release issues) are identified and addressed effectively.
  - Ensure technical support is provided to promptly resolve escalated incidents/outages.

- **System Construction**
  - Ensure early sharing of solution design with clients to ensure the product will meet their needs.
  - Ensure completion of peer code reviews and unit test of developed code to ensure system quality and the system works properly and meet business and technical requirements.
  - Recommend system improvements.

- Quality Assurance
  - Ensure solutions are developed in alignment with established requirements and design.
  - Ensure continuous/integrated testing.
  - Ensure quality management plans and test cases are developed and executed.
  - Coordinate and participate in various testing activities, scheduling execution and reporting
  - Ensure successful completion of necessary types of testing to ensure quality and meeting business Encourage the leveraging of automate testing where appropriate.
  - Ensure facilitation of user acceptance testing.
- Implement and Transition Systems and Solutions
  - Ensure successful deployment/transition of applications and databases.
  - Ensure continuous delivery, build small individual packages/modules and deploy early.
- Project Resource Acquisition
  - Ensure required resource roles and skills identified.
  - Ensure identification of required vendor solutions and services, including COTS products and Cloud (IaaS, PaaS & SaaS) services.
  - Actively participate in evaluation, interview and selection of vendor resources, solutions and services.
- Ministry Application Maintenance and Support
  - Ensure the on-going operation, delivery and support of applications.
  - Ensure opportunities to leverage existing applications and application support across business areas.
  - Ensure proper build, configuration, performance tuning and troubleshooting of applications and databases.
  - Ensure continual update of technology components to ensure using supported software (function also applies to projects).
  - Provide capacity management and planning, ensure capacity exists for project system increases and a long range plan is in place to support forecasting capability.
- IMT Application Enhancement Intake & Prioritization
  - Ensure capture of application changes identified by business clients.
  - Work with business clients to prioritize application changes.
  - Implement small application enhancements as application maintenance support.
  - Forward large application enhancements to the IMT intake process, preparing business case/demand request, conduct assessments for project prioritization and approval.
- Resource Utilization & Supervision
  - Ensure optimal allocation of vendor and staff resources to appropriate project work.
  - Oversee and ensure quality of deliverables and services provided by vendor resources.
  - Ensure vendor provides qualified skill resources.
  - Ensure vendor aligns to enterprise and sector IMT standards.
  - Approve vendor and staff time reporting.
  - Manage vendor resource (onboarding & offboarding).
- Manage Development Methodologies, Standards & Performance Metrics
  - Actively participate in the defining of framework and methodologies, including Agile, DevSecOps, COTS and Cloud Service configuration and integration.
  - Establish requirements management methodology and practices.
  - Establish testing strategy and method, apply automated testing, define test case template and testing standards.
  - Establish project delivery performance metrics.
  - Ensure industry best practices and modern application delivery methodologies are adopted where appropriate.
  - Ensure alignment with GoA IMT standards.
- Change Management
  - Ensure appropriate change management processes and procedures are followed by approved change requests prior to accepting changes into production environment.
  - Ensure changes are recorded, impact analyzed, assessed, communicated, authorized and scheduled prior to implementation.
  - Ensure processes in place for all types of application changes including normal, standard, emergency changes.

- Ensure minimal unexpected impacts and improved success of application change implementation.

2. This position provides leadership and direction of staff and resources in the Vendor/Contract Management that are responsible for providing the following services:

- Vendor Management
  - Manage vendor relationships
  - Strategic contract negotiations
  - Vendors scorecards and performance reviews
- Contract Management
  - Manage/Support the contract management lifecycle
  - Ensure compliance with and GoA contract standards
  - Support the contract procurement process.
- Service agreement management
  - Manage shared service agreements, ATP, RAS and PCR including creation, signing, delivery, reporting, filing, billing, renewals and closure.

3. This position facilities coordination and disaster recovery planning.

- IM disaster recovery planning for assigned Ministry portfolio(s).
- Plan and coordinate yearly Disaster Recovery Exercise (DRX).
- Assist areas in developing disaster recovery test & business continuity plans.
- Ensure all technical procedures (Installation, Configuration, Run books) are documented and updated and are contributing to the maintenance of operational standards.
- Maintaining facilities related matters for the CyberSecurity as well as coordinating closely with the Technical Services (infrastructure) across the departments .

Problem Solving

Typical problems solved:

The challenges faced by the role require superior analysis, reasoning, evaluation, judgment, and problem solving skills. Significant interpretive, evaluative, and developmental thinking is required, along with the ability to understand complex relationships and facilitate decision-making processes involving stakeholders and senior decision-makers. Situations faced are unstructured and approaches to solving problems are not determined. The role is expected to remain focused at the strategic level when leading and/or providing advice on the development and implementation of plans, initiatives, standards, frameworks, and best practices at business, technical and operational levels. In addition, this position faces the challenge of balancing and aligning multiple ministry objectives and directions with those of the Government.

Types of guidance available for problem solving:

The position requires an understanding of problem solving tools and techniques, including risk based decision-making processes, consultation, collaboration and consensus-seeking processes. Solving problems requires a strategic approach and needs to draw on a wide network of contacts and subject matter experts. The position also needs a strong understanding of stakeholder interests as well as the perspectives of ministries and stakeholders.

The position provides strategic and business advice relating to the initiative and must have a thorough knowledge of issues and initiatives relating to business and information and communication technology. The position models a highly collaborative approach when reaching decisions and achieving outcomes, within the Branch, the Sector, and across Government and when consulting, negotiating, and communicating with senior client and stakeholder representatives.

Direct or indirect impacts of decisions:

The role will provide timely decision-making and recommendations, be in a position to refocus resources within the division for work related to initiatives, and to influence direction and decisions of senior management.

The role provides advice and recommendations to senior Government levels that have considerable impact and influence on decisions relating to the Government of Alberta IMT goals, directions, accountabilities, structure, resource allocation, and financial commitments. In addition, this position maximizes the effectiveness of business and IMT strategies by facilitating partnerships with government ministries and stakeholders to gain support for enterprise projects and initiatives, facilitate, and promote initiatives that deliver measurable business value and outcomes.

The role will oversee successful delivery and support of many highly complex systems and services for many business areas within the three ministries to ensure fulfillment of business needs and continuous business operations.

Key Relationships

Major stakeholders and purpose of interactions:

- Director - Information sharing, receive direction, give advice, resolve issues, develop strategic solutions, status reporting - two way exchange.
- Fellow team staff - Provide leadership and expertise; enhance understanding of strategic initiatives and business opportunities; contribute to planning and managing resources to meet requirements of initiatives; support development of skills and capacity; provide oversight of day-to-day activities and issue management.
- Other ministries - collaborate on common initiatives
- Ministry Business Units - provide advice and guidance on IT services; liaise to understand business needs and issues to be addressed related to IT services.
- Ministry Executive Teams (Directors, Executive Directors, ADM and CIO levels) - Exchange information, receive guidance/direction, and collaborate on strategic and tactical solutions to develop an applications management framework; develop investment plans; present strategy, explain importance and benefits.
- Vendors - liaise on outsourced projects; ensure ministry standards are met by external providers and provide expertise as needed; research hardware and software purchases.

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

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

- Government business plans, goals, strategies and priorities, particular in relation to the mandates of GoA.
- Ministry mandates and business and operational plans.
- Demonstrated ability to encourage innovative approaches and question existing ones to ensure the most effective and efficient outcomes delivered.
- Experience with IMT framework, system delivery lifecycle, and business process re-engineering.
- Extensive related experience in a leadership role with proven success collaboratively working with multiple stakeholders in the development and implementation of frameworks, strategies, policies, and processes.
- Effective facilitation, negotiation, influencing and conflict resolution skills and the ability to communicate effectively with technical and non-technical personnel.
- Demonstrated ability to develop and maintain collaborative working relationships within the organization, across government and with stakeholders including the ability to balance the needs and interests of these diverse groups and facilitate the delivery of coordinated technology.
- Ability to analyze, evaluate, identify problem areas and create innovative solutions to address issues identifies.
- Demonstrated ability in leading large and complex initiatives and projects.
- Knowledge of project management processes, methodologies, principles and techniques.
- Excellent communication skills, both verbal and written, including very good consultation, facilitation and presentation skills.
- Knowledge of privacy and security related legislation.
- Knowledge and experience about information and technology delivery and development.
- Apply original and innovative thinking when developing strategies and actions to complex organizational issues.
- Balance needs of business areas with corporate and enterprise policies and objectives.
- Able to convey complex concepts, issues and options for resolution to key decision makers.
- Create a work environment that develops and engages staff while increasing capacity.
- Advanced critical thinking, problem-solving and decision-making skills.
- Facilitate changes to business policy and processes to meet future demands.
- In-depth knowledge of business planning and accountability processes and performance management systems.
- Lead and empower diverse teams.
- Foster system thinking and the use of design tools in strategic planning.

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
Systems Thinking	○ ○ ○ ◉ ○	Integrates broader context into planning: • Plans for how current situation is affected by broader trends • Integrates issues, political environment and risks when considering possible actions • Supports organization vision and goals through strategy • Addresses behaviours that challenge progress	When designing services, an understanding of the client perspective and impact on GoA operations/efficiency is required. When making operational decision, this position will need to consider the broader perspective of how business would be impacted. Regular retrospective session to look for continuous improvement.
Creative Problem Solving	○ ○ ○ ◉ ○	Works in open teams to share ideas and process issues: • Uses wide range of techniques to break down problems • Allows others to think creatively and voice ideas • Brings the right people together to solve issues • Identifies new solutions for the organization	Requires knowledge of a large number of IMT systems and how each component could impact an IMT service to be able to quickly narrow down the source of a problem. An understanding of the capabilities of many IMT systems are required when a solution is not available and a workaround option is required. Able to identify trends and operational inefficiencies and create new solutions.
Develop Self and Others	○ ○ ○ ◉ ○	Encourages development and integration of emerging methods: • Shapes group learning for team development • Employs emerging methods towards goals • Creates a shared learning environment • Works with individuals to develop personal	Mentors and coaches staff members and actively guides them to establish their own learning/career plans. Implement Agile Daily scrum and Sprint planning to improve team communication and create collaborative

		development plans	working environment. Self directed and keeps current with an ever changing industry
Agility	○ ○ ◉ ○ ○	Identifies and manages required change and the associated risks: • 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	Able to handle high-stress situations and manage team stress to make decisions when a clear direction is not available. Understands the impact of decisions in relation to the larger GoA and can adapts solutions as situations change. Strong understanding of risk mitigation, change management process and back-out strategy.
Drive for Results	○ ○ ◉ ○ ○	Takes and delegates responsibility for outcomes: • 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	Encourages staff to be accountable for their actions and set realistic goals Assigns appropriate resources to tasks and monitors progress

Benchmarks

List 1-2 potential comparable Government of Alberta: Benchmark

M410-20 Manager, Operations Support