

New

Ministry

Technology and Innovation

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Operations Coordinator

Requested Class

Program Services 2

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

CA37

Cost Centre

624593

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Vacant

Organizational Structure

Division, Branch/Unit

DDD, Platforms, Platforms Operations



Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager, Product Operations

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Platforms Branch enables product teams to develop products at a faster pace by providing common components and registers of data that can be easily consulted. The Platforms Branch achieves this by providing building blocks that make it easier for product teams to send messages, verify identity, take payments and much more. Collectively, this creates capability to use common platforms to support multiple products/services. This Branch will also identify the opportunities and deliver the platforms and leverage common data service to make data more accessible to use and apply to advance innovation.

The Product Operations subunit oversees the onboarding, change management, and business relationship management aspects of Platforms products. This includes high impact products such as:

- Alberta.ca Account: Used by over 100 relying parties for identity and access management to delivery online services to over 3 million account holders. Online services include MyHealth Records, Alberta Student Aid, and Motor Vehicle services.
- MyAlberta eServices: Used to process over \$180 million in transactions, annually, for over 60 services available to citizens.
- MyAlberta Evacuation Payments: Used to issue over \$10 million, annually, to Albertans affected by disasters.

Reporting into the Manager of Product Operations, the Coordinator implements and maintains onboarding,

change management, incident management, and business relationship management to support Identity and Access Management (IAM) products and digital services. The Coordinator maintains effective stakeholder engagement and communications via multi-channels pathways, handling conventional clients and traditional use cases (the Coordinator may handle a complex use case as a developmental opportunity). The Coordinator delivers the established operational practices and updates established processes and materials, under the guidance of the Operations Advisor.

Responsibilities

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

1. Operationalize onboarding processes for Platforms' Identity and Access Management (IAM) products and digital services (e.g., Alberta.ca Account, Digital Wallet).

- Maintain onboarding materials (e.g., product overview presentation, support model, service level agreements, data maps, integration requirements, communication processes) for IAM products, in collaboration with the Operations Advisor and product subject matter experts.
- Manage access to onboarding materials content pages (e.g., SharePoint, Wiki) for IAM products; update content in collaboration with the Operations Advisor and product subject matter experts.
- Provide consultation, onboarding, and continuous oversight and guidance for all relying parties that integrate with Platforms' IAM products and digital services for their online program delivery.
- Document and maintain a stakeholder registry including business and technical contact information.
- Provide consultations for relying parties when completing the risk assessment process to determine the acceptable identity levels of assurance for their programs. Maintain a decision log of results for each relying party.
- Update a project plan created by the Manager, that manages a pipeline of onboarding relying parties to the IAM products; communicate regularly with these relying parties to provide IAM product updates, receive any relying party business requirement updates, and confirm onboarding priority and timeline.
- Cross-train for other Platforms products and digital services to provide surge support or back-up, as required.

2. Operationalize a change management practice for all Platforms' IAM products and digital services.

- Maintain change management materials (e.g., change overview presentation, bug reporting process, release schedule, support model) for all IAM products' major releases, in collaboration with the Operations Advisor and product subject matter experts.
- Manage access to change management materials content pages (e.g., SharePoint, Wiki) for IAM products; update content in collaboration with the Operations Advisor and product subject matter experts.
- Support and execute change management processes for each of the IAM products' major releases.
- Ensure all relying parties have access to the IAM UAT environment prior to UAT commencement; coordinate technical support for the UAT environment, as required.
- Support stakeholder engagement with relying parties by scheduling information sessions, distributing materials, and maintaining a tracking log of stakeholder engagements to ensure all relying parties have been engaged.
- Coordinate and triage UAT support between relying parties and IAM technical team. Maintain a tracking log of UAT and regression testing completion by relying parties.
- Cross-train for other Platforms products and digital services to provide surge support or back-up, as required.

3. Work with the Alberta.ca Account Contact Centre to improve Platforms' IAM products and digital services end user experience.

- Act as secretariat in monthly meetings with the Contact Centre representatives and maintain a tracking log of identified issues, resolutions, trends, and business cycles.
- Maintain a tracking log of identified areas of improvement for IAM products; identify log item impacts (e.g., reduced operational pressure, improved user experience), priority, target completion and status,

under the guidance of the Operations Advisor.

- Promptly communicate emergent issues with the Contact Centre, when discovered by the Platforms branch; provide timely updates including estimated time for resolution, workaround tactics, and holding messages.
- Draft and distribute messaging to appropriate stakeholders during incidents (e.g., system outages, service degradation, hotfixes).
- Serve as the first point of contact in Platforms for the Contact Centre; address requests, engaging with technical teams as required.
- Participate as project coordinator on projects that aim to improve service delivery of IAM products.

4. Engage with potential future stakeholders who may benefit from Platforms' products and digital services, or who may offer benefits to current stakeholders should they be integrated.

- Contribute to an annual strategic engagement plan with external stakeholders (e.g., providing educational sessions, attending conventions, trade shows and / or networking events).
- Update and distribute educational materials for external stakeholders (e.g., presentations, handouts, brochures, helpful hints, useful resources)
- Coordinate logistics for strategic engagements, in collaboration with Executive Support; ensure adequate event materials are stocked (e.g., banners, brochures, swag items), organize any meet up points, and communicate designated shifts, as required.

5. Assist the unit / branch to achieve goals in line with Department and government priorities and stakeholder needs.

- Implement operational plans, adjusting workflow priorities as needed.
- Provide advice and recommendations to management to inform their decision-making and to shape responses.
- Participate in unit and branch planning and reporting; draft and contribute to various reports and responses (e.g., Action Requests, Briefing Notes).
- Represent the unit and/or branch perspectives at events and on working groups and committees.

Problem Solving

Typical problems solved:

This position involves the challenges of implementing operational product support for high impact IAM products and digital services.

Example challenges include:

- Execution of onboarding and change management practices for a product that has over 100 relying parties and over 3 million end users. This activity is addressed directly by the incumbent.
- Maintenance of a stakeholder registry for a product that has over 100 relying parties and over 3 million end users. This activity is addressed directly by the incumbent.
- Ensure the accessibility, availability and integrity of information housed on IAM product intranet and extranet websites.
- The effective engagement, communication and change management strategies employed by Platforms to deliver its IAM products. This activity is addressed directly by the incumbent.
- Provides information and analysis to support IAM roadmap planning that will meet stakeholder needs. This activity is addressed directly by the incumbent.
- Responsible for building relationships with various stakeholders to gather relevant information about needs and trends of online service delivery. This activity is addressed directly by the incumbent.
- Completing and compiling research and/or background information into meaningful content, templates, presentations, reports, etc. for stakeholder or branch leadership consumption.
- Work with relying parties to guide them through change management exercises, including but not limited to UAT and regression testing.

Types of guidance available for problem solving:

- The Digital Strategy represents a scope and a methodology to deliver digital services to Albertans.
- When solving problems, the Coordinator considers opportunities, risks, and potential impacts, within the context of the Digital Strategy and existing legislation, regulations, policies and procedures in order to achieve the objective in the most efficient and effective manner.
- Information sharing with peers and other members of the Platforms team can also assist in problem solving.
- Past precedents and practices, professional experience, industry leading practice, and knowledge of government operations and broader direction provided by the Operations Advisor and Manager are also sources of guidance.

Direct or indirect impacts of decisions:

Externally, this positions' work impacts:

- Relying parties' quality of delivery of their online services. The Coordinator is expected to work closely with a large cross section of relying parties to provide guidance and assistance in onboarding and change management activities.

Internally, this position impacts:

- The effective engagement, communication and change management strategies employed by Platforms to deliver it's products.
- Information sharing within the unit and across the branch

Key Relationships

Major stakeholders and purpose of interactions:

Internal

Manager, Product Operations [Daily] - Obtain general direction and guidance; provide updates and reports; escalate issues.

Peers [Daily to weekly] - Collaboration on operational matters, process improvements, documentation and general inquiries; provide and seek advice; provide and / or arrange for back-up, as needed.

Relying Parties [Daily to weekly] - Provide support to current and prospective relying parties across the Government of Alberta throughout the client lifecycle; continuous communication to ensure parties are aware of and are following best practices, established by the Product Operations team, in onboarding and change management.

External

Relying Parties [Daily to weekly] - Provide support to current and prospective relying parties external to the Government of Alberta throughout the client lifecycle; continuous communication to ensure parties are aware of and are following best practices, established by the Product Operations team, in onboarding and change management.

General Public [Weekly to quarterly] - Provide education and promote programming in Alberta. Provide accurate information in a timely fashion.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Public Administration, Business, Arts

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

SharePoint Administrator experience is an asset.

Experience with change Management, conflict management, project management, or negotiations.

Strong interpersonal and communication skills

Strong customer focus

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		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	The position serves as a first contact point for the Alberta.ca Account Contact Centre, onboarding relying parties, and relying parties during change releases. The Coordinator is required to filter through a significant amount of information when researching solutions for a wide variety of systems-related issues.
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	This position plays a critical role during change releases for high impact products with a high volume of relying parties. Releases are performed often with tight timelines and many relying parties are under budget constraints, leading to high levels of stress regarding changes. The Coordinator plays a critical role in maintaining a productive and respectful environment.

Benchmarks

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

022PS74 - Systems Administrator
022PS77 - Web Coordinator