Systems Analyst – Opted out and Excluded

APS Benchmark Listings

| Sub. | Bench-mark No. | Dept. | Working Title Job Title | Know-How | | | | Creativity/ Problem Solving | | Responsibility | | Total Points |
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Systems Analyst 3 (Point Range 439 - 518)												
OO/E	513SA04	Energy	Team Lead, Acceptance & System Testing	F	I	2	264	38	100	R1	115	**479**
OO/E	513SA11	Service Alberta	Team Lead, ADS, Print & Network Management	F	I	2	264	38	100	R1	115	**479**
OO/E	513SA12	Service Alberta	Team Lead, Messaging	F	I	2	264	38	100	R1	115	**479**
OO/E	513SA13	Service Alberta	ASAS Operations Coordinator	F	I	2	264	38	100	R1	115	**479**
OO/E	513SA09	Education	Senior Database Analyst	F	I	2	264	38	100	B	100	**464**
OO/E	513SA02	Justice & Sol. Gen.	Senior Systems Analyst/Database Administrator	F	I	2	264	38	100	C1	87	**451**
OO/E	513SA10	Education	Senior Business Intelligence Analyst	F	I	2	264	38	100	C1	87	**451**
Systems Analyst 2 (Point Range 371 - 438)												

OO/E	512SA07	Service Alberta	ITSM Support Analyst	E+	I	2	230	38	87	B	87	**404**
OO/E	512SA09	Agriculture & Forestry	Ropin' The Web Systems Analyst	E+	I	2	230	38	87	B	87	**404**
OO/E	512SA04	Service Alberta	Network Analyst	E+	I	2	230	38	87	C1	76	**393**
OO/E	512SA08	Service Alberta	Project Technical Analyst	E+	I	2	230	33	76	B	76	**382**
Systems Analyst 1 (Point Range 269 - 370)												
OO/E	511SA07	Service Alberta	GoA Domain Administrator	E	I	2	200	33	66	B	66	**332**

Last Review / Update: 2016-03-11

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Classification: Public

Opted out and Excluded
Benchmark Evaluation - 513SA04

Identification Section

Working Title:	Team Lead, Acceptance and System Testing
Department:	Energy
Division, Branch/Unit:	Corporate Services / Information Technology / Investment Planning and Operations
Reports To:	Director, Production Operations and Acceptance Testing
Levels to D.M.:	4
Job Description:	513SA04
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

R1 115

TOTAL JOB POINTS

479

Comments on Role

The Team Lead, Acceptance and System Testing leads a team of professional resources and consults closely with internal and external stakeholders in overseeing all phases of acceptance testing within the Department of Energy. The Team Lead, Acceptance and System Testing is responsible for providing leadership and direction to a team of professional IT technical analysts, test coordinators, and business application testers. The Team Lead, Acceptance and System Testing is responsible to ensure testing of each business application is planned, structured, consistent, and utilizes the department's Acceptance Testing principles, methodologies, and standards. The department's methodology supports formal techniques for test planning, test design, test data development, test execution, delivery and implementation. The Team Lead, Acceptance and System Testing is responsible for the resolution of day to day complex technical issues that may arise within the Department of Energy and is responsible for scheduling, planning and preparation of acceptance test environments for multiple integrated applications operating from various platforms in on-going dynamic environments. The Acceptance Testing phase is an integral component of major systems development, maintenance, and enhancement activities that support core business functions throughout the department in generating several billions of royalty revenue within the Alberta Government.

Classification: Public

Comments on Evaluation

Knowledge:

Content:

> **F:** Position must have the technical knowledge along with a solid understanding of department business and the oil and gas industry to ensure testing of each business application is planned, structured, consistent, and utilizes the department's Acceptance Testing principles, methodologies and standards. The department's methodology supports formal techniques for test planning, test design, test data development, test execution, delivery and implementation. The depth and breadth of knowledge required supports F content knowledge.

Complexity and Diversity:

> **I:** Position plans and leads a team of professionals responsible for ministry and stakeholder testing of very large systems. Systems within the department are diverse and range in scope from applications as large as the Petroleum Registry of Alberta, a multimillion dollar province wide multi-stakeholder application. Small, medium and large systems operating on MVS, Intel and UNIX platforms are highly integrated, which impacts significantly on the function of acceptance testing. Of the 58 applications within the department, approximately 20 are "mission important and central to department core business functions and/or revenue collection for the Province of Alberta". Of these 20 applications, five are very large and contain base data for assessment, levy and collection of revenue.

Human Relations Skills:

> **2:** Position works with a number of stakeholders including industry clients, application analysts, business analysts and other branches/divisions and departments to plan for formalized acceptance testing. The position must negotiate with stakeholders to finalize agreed upon testing levels, staff commitments and timeframes.

Creativity/Problem Solving:

38%: Responsible to provide complex analysis of the test environments, security, costs, benefits, and identification of innovative solutions to issues or requirements surrounding the acceptance test service provided to the Petroleum Registry of Alberta from multiple diverse stakeholder's for management approval (i.e. Registry Industry Interoperability Testing, Petroleum Registry Acceptance Test Sign-on procedures, Petroleum Registry of Alberta ON-site Testing). Position has latitude to work within a broadly defined environment and within clearly defined policies which supports 38%.

Responsibility:

R1: Position leads a team of professionals delivering acceptance testing services. The Team Lead ensures testing of each business application is planned, structured, consistent and utilizes the department's Acceptance Testing principles, methods and standards.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Classification: Public

Opted Out and Excluded Benchmark
Job Description - 513SA04

Identification Section

Working Title:	Team Lead, Acceptance and System Testing
Department:	Energy
Division, Branch/Unit:	Corporate Services / Information Technology / Investment Planning and Operations
Reports To:	Director, Production Operations and Acceptance Testing
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Team Lead, Acceptance and System Testing leads a team of professional resources and consults closely with internal and external stakeholders in leading all phases of acceptance testing within the Department of Energy. The Team Lead, Acceptance and System Testing is responsible for providing leadership and direction of a team of professional IT technical analysts, test coordinators and business application testers.

The Team Lead, Acceptance and System Testing is responsible to ensure testing of each business application is planned, structured, consistent, and utilizes the department's Acceptance Testing principles, methodologies and standards. The department's methodology supports formal techniques for test planning, test design, test data development, test execution, delivery and implementation.

The Team Lead, Acceptance and System Testing is accountable for the resolution of day to day complex technical issues that may arise within the Department of Energy and is responsible scheduling, planning, and preparation of acceptance test environments for multiple integrated applications operating from various platforms in ongoing dynamic environments. The Acceptance Testing phase is an integral component of major systems development,

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maintenance, and enhancement activities that support core business functions throughout the department in generating several billions of royalty revenue within the Alberta Government.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Coordinate the Acceptance Testing function within the department.**

   Activities:

   - Consult with stakeholders, industry clients, application analysts, business analysts, and other branches, divisions, and departments to plan for formalized acceptance testing as a component within the overall process of implementing systems development, maintenance and enhancement initiatives.
   - Conduct risk assessments to optimize the balance between resources available to dedicate to testing and the level of testing to be conducted. Negotiate with stakeholders to finalize agreed upon testing levels, staff commitments and timeframes that meet the department's Acceptance Testing Methodology standard and the needs of clients. Identify testing requirements and formalize testing schedules.
   - Clarify purpose and supporting documentation requirements to initiate Acceptance Testing.
   - Provide test plan coverage and requirement documents for review by the business area prior to the testing of a release or project.
   - Provide planning and project management support to the Acceptance Testing environment including assessments of AT services. Schedule and prioritize individual projects.
   - Train the stakeholders, business and industry clients on formal testing methodology 'best practices" in planning and executing acceptance testing and ensure these methods are followed.
   - Ensure the testing environments are capable of housing and executing the supported business applications.
   - Continuously train and transfer testing skills to the business clients.
   - Ensure a secure and reliable testing environment is available for carrying out acceptance testing activities to the business areas of the department that data/systems can be migrated to this environment and that testers have access the test environment.
   - Provide varied ongoing and ad-hoc reports to senior management, summarizing status of projects undertaken.

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- Liaise with Production Operations staff to coordinate migration of data and programs from testing environments to production environments.
- Participate as a member of the Change Management Committees to identify, review and schedule the system development changes based on priority criteria providing acceptance test estimates and approve modifications to scheduled releases and contents.

2.   **Supervise a team of professional staff dedicated to Acceptance Testing functions.**

Activities:

- Assign projects to both permanent and technical contractor systems staff. Identify need for contracted resources and approve their timesheets.
- Provide leadership and guidance to the Acceptance Test (AT) Co-ordinator for Petroleum Registry of Alberta to train industry and business clients, EUB, stakeholders, Fujitsu technical consultants, and Registry personnel on formal testing methodology "best practices" in planning and executing acceptance testing.
- Monitor projects in progress and upon completion in accordance with Project Management methodology. Assist staff in resolving complex issues. Provide feedback and guidance to support Test Coordinators in planning and preparing detailed acceptance test schedules and test plans.
- Ensure work completed adheres to divisional, IT Business units and project standards. Develop and maintain acceptance test procedures.
- Develop unit staff to function effectively as consultants, working on detailed test projects with client staff and impacted stakeholders.
- Identify the impact of changes from varied sources and coordinate changes to schedules and workloads accordingly. Establish and adjust priorities related to initiatives and resources, based on operational requirements, tactical planning and strategic planning efforts.
- Participate as a member of Recruitment Selection panels and provide input to the process of contracting external consultants and permanent resources.
- Recruit, train and develop resources. Provide direction and guidance in individual goal setting and performance measures. Provide on-going feedback to employees regarding day to day performance and conduct annual performance appraisals.
- Resolve personnel issues relating to full-time and contracted staff, working in conjunction with the Unit Director. Ensure clarity of accountability and authority of staff. Maintain a strong, stable team environment.
- Establish development opportunities for staff to show initiative and expand their IT and testing knowledge.
- Foster an environment that allows staff to be creative in improving service to business clients.

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3. **Provide senior level Acceptance Testing systems expertise on varied projects.**

   Activities:

   - Consult with internal and external clients, and stakeholders to promote the value and benefits of finalized acceptance testing. Raise defect reports and identify areas of potential current risk within the department. Define and clarify results of risk assessments conducted to support proposed acceptance testing projects. Work closely with clients and stakeholders to train and assist them in understanding the methodology of acceptance testing.
   - Ensure the testing service provided by the Department of Energy (DOE) to the Petroleum Registry of Alberta adheres to DOE AT methodologies, standards and best practices.
   - Responsible to provide complex analysis of the test environments, security, costs, benefits, and identification of innovative solutions to issues or requirements surrounding the acceptance test service provided to the Petroleum Registry of Alberta from multiple diverse stakeholder's for DOE IT Management approval (i.e. Registry Industry Interoperability Testing, Petroleum Registry Acceptance Test Sign-on procedures, Petroleum Registry of Alberta ON-site Testing).
   - Participate as a senior team member on major projects reflecting new department initiatives. Joint information projects with the Ministry and Industry, which impacts on sharing information among stakeholders within the government, the EUB, and the oil and gas industry. Responsible to negotiate testing strategies and plans that will be acceptable to varied stakeholders with varied requirements.
   - Participate in the creation/amendment of corporate standards, practices and guidelines for acceptance testing by providing supported recommendations. Provide input to strategic planning process within the division, IT business units and IPO functional unit on initiatives related to Acceptance Testing.
   - Direct and assist in the development of a regression test environment (software which assists in isolating changes resulting from modifications to a business application).
   - Create and modify automated tools for use by the Acceptance Testing Group.
   - Perform causal analysis on defects in testing processes.

4. **Create an environment that enhances the opportunities for and participation in teamwork initiatives beyond unit boundaries.**

   Activities:

   - Participate in the enhancement and improvement in the Business Unit and Division. Identify areas for IT service delivery improvement.

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- Establish opportunities to cooperate and share information with other organizations, the EUB and other Ministries.
- Ensure that the Acceptance Testing team participates in government-wide initiatives to improve the use and value of information technology.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Acceptance Testing functions lead by the Team Lead are department-wide in scope. Systems within the department are diverse and range in scope from applications as large as the Petroleum Registry of Alberta, a multimillion dollar province wide multi-stakeholder application. Small, medium and large systems operating on MVS, Intel and UNIX platforms are highly integrated, which impacts significantly on the function of acceptance testing. Of the 58 applications within the department, approximately 20 are "mission important and central to department core business functions and/or revenue collection for the Province of Alberta". Of these 20 applications, five are very large and contain base data for assessment, levy and collection of revenue:

- Central Accounts Receivable System (CARS)
- Land Status Automated System (LSAS)
- Mineral Revenue System (MRS)
- Petroleum Registry Of Alberta (PRA)
- Mineral Revenue Information System (MRIS)

System development and enhancements are ongoing, with direct impact on the Acceptance Testing Unit.

The Team Lead, Acceptance and System Testing has ongoing contact with:

- Business unit management staff in defining initial plans and requirements for acceptance testing.
- Application analysts, database administrators, business analysts, technical contractors, Registry personnel and technical consultants in coordinating/implementing test plans.
- Other government departments and industry stakeholders in defining acceptance testing within the framework of major new initiatives and enhancements. Agriculture, Registries, Environment, and Municipal Affairs access major systems within the Department of Energy.

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- Department senior management staff, in reviewing resource needs to meet strategic departmental goals.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- In-depth knowledge of the department's Acceptance Testing Methodology standard, business application testing and implementation rigor.
- Knowledge of the department's core business functions of access, levy, tax, and collection of oil, gas oil sands, coal and minerals and crown land tenure revenues, coupled with a strong commitment to client service.
- Knowledge of the oil and gas industry business and operating practices.
- Practical understanding of the design and application of all Ministry operating systems utilized in the execution of the department's core businesses.
- Solid understanding of the technology, mainframe and microcomputer skills coupled with well-rounded technical knowledge of applications development/maintenance and database administration. Solid understanding of software related to MVS, UNJX and Intel platforms.
- Extensive knowledge of the organization's business operations, processes and technical systems, their interrelationships and inter-dependencies.
- Negotiation/facilitation/consultation skills – in working with varied stakeholders with varied viewpoints on the depth and level of acceptance testing required.
- Demonstrated Problem Solving/Analytical skills – in conducting complex analysis, risk assessments and developing comprehensive test plans. Ability to assess risks, develops mitigating strategies and provides solutions that address client needs and system requirements.
- Solid Project Management skills – planning/coordinating/scheduling/monitoring varied acceptance test projects. This position is a key resource in implementing major system enhancements. Ability to prepare and present meaningful reports for review by both client management and technical systems staff.
- Strong leadership, Management and Supervisory skills in leading and coordinating unit internal permanent staff and contracted resources.
- Effective Oral Communications skills in promoting/clarifying objectives and processes involved within the framework of Acceptance Testing Methodology.
- Excellent written communication skills in preparing reports related to operational and special project initiatives for Management and stakeholders.

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- Strong team building/organizational skills to lead the unit and to simultaneously coordinate and deliver multiple projects within tight timelines.

Educational Requirements:

- University graduation in Computer Science plus four years related experience, or equivalent as described below.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Works with Applications group, Project Managers, Energy's IT Infrastructure team as well as the Help Desk. May be involve contact with some vendors when working on specific questions.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Supervises a unit of up to 8 professional resources plus contractors.

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 513SA11

Identification Section

Working Title:	Team Lead, ADS, Print and Network Management
Department:	Service Alberta
Division, Branch/Unit:	Service Provisioning
Reports To:	Manager, Service Delivery Utilities
Levels to D.M.:	5
Job Description:	513SA11
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

R1 115

TOTAL JOB POINTS

479

Comments on Role

Reporting to the Manager, Service Delivery Utilities, this position leads a technical IT team in providing support of a variety of technologies and services providing authentication, authorization, identity management, printing and network infrastructure. This includes Windows Active Directory Service (ADS), domain name resolution (DNS), video conferencing and network security. The position provides support to the mainframe networking, network management, system automation, event/job scheduling and Enterprise host printing areas. The team provides access to approximately fifty (50) technologies, directly supports a number of IT services and indirectly provides infrastructure support to the remaining services.

Comments on Evaluation

Knowledge:

Content:

F: The work in this position is best reflected in an F level rating. Requires expertise, content understanding and leadership skills in identifying and diagnosing problems

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and searching for system solutions. This position requires in-depth expertise in a variety of technologies and services providing authentication, authorization, identity management, printing and network infrastructure support. The position requires the application of expert content knowledge in a variety of different IT related situations. The position requires in-depth knowledge of the Enterprise Server Operating System (OS) components including the Desktop/Server OS's and network OS's, and Network software, hardware, network protocols, network security protocols and firewall technologies. This is typically acquired by a University Degree in Computing Science, substantial on-the-job formal training and broad related work experience.

Complexity and Diversity:

I: The position is involved in supporting IT services that are cross-Government applications for use by the general public and/or multiple ministries. The supported technologies are essential infrastructure components of all shared services such as email. The position leads a team providing access to approximately fifty IT technologies of different products.

Human Relations Skills:

2: Provides direction and leadership to the ADS, Print & Network Management Team and works with management in the discussion and resolution of technical problems, and in the planning and direction for new projects and services often requiring the need to influence behavior and change opinions. Position also involves contact with IT Delivery Peers, Project Managers and business analysts to work on issues related to service delivery, incident resolution, and consultation on team areas of expertise. The supervision and project management aspects of the job are beyond the expectations of HR Skills 1.

Creativity/Problem Solving:

38%: This position works at the highest level of operational thinking in leading a technical team of systems analyst and contractors in providing support of technologies and services in a broad range of areas including Active Directory Services (ADS), domain name resolution, video conferencing, and network security. The thinking in the position is guided by established protocols, policies, system architecture standards, and established problem/change management procedures. Problems can be identified but solutions are not often known because of the numerous related infrastructure components. There is considerable latitude within the broadly defined environment to find the solutions to maximize on providing exceptional user support. The position best fits into the 38% profile.

Responsibility:

R1: The primary focus of this position is the responsibility for leading a team in providing support for a variety of technologies and services including authorization, identity management, printing and network infrastructure. Position leads a technical team of systems analysts and contractors in

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providing support of the technologies and services. This position also evaluates and makes recommendations on new technologies and services. The primary service delivery focus of this position best fits the R1 profile.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

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Classification: Public

Opted Out and Excluded Benchmark
Job Description - 513SA11

Identification Section

Working Title:	Team Lead, ADS, Print and Network Management
Department:	Service Alberta
Division, Branch/Unit:	Service Provisioning
Reports To:	Manager, Service Delivery Utilities
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the general direction of the Manager, Service Delivery Utilities, this position works as a Team Lead in providing support of a variety of technologies and services providing authentication, authorization, identity management, printing and network infrastructure. This includes Windows Active Directory Service (ADS), domain name resolution (DNS), video conferencing and network security. The position provides support to the mainframe networking, network management, system automation, event/job scheduling and Enterprise host printing areas. The team provides access to approximately fifty (50) technologies, directly supports a number of IT services and indirectly provides infrastructure support to the remaining services.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

Alberta

1. **Participate in GOA Integration Projects as a Project Team Leader.**

    Activities:

    - Attends project workshops to help develop high level and detailed plans.
    - Attends weekly project meetings to carry out the integration projects and tasks.
    - Reports any issues and problems to the project team coordinators promptly.
    - Delegates project tasks to team members for execution in a timely fashion on top of existing non-GOA migration tasks.
    - Prepares supporting documentation.
    - Provides bi-weekly status reports to the project team coordinators as part of the project status reports.
    - Coordinates other team members providing the same role to the integration projects.

2. **Plans and Coordinates projects for Windows Active Directory Service (ADS), Domain Name System (DNS) Resolution, Network Security, Enterprise Server Networking, Printing and other supported technologies.**

    Activities:

    - Participates in the design of the architecture and implementation of authentication, network access, printing and video conferencing.
    - Evaluates and makes recommendations on new technologies and services.
    - Develops an effective plan to accommodate a smooth implementation of products and upgrades.
    - Establishes proper communication with vendors, other support branches, provisioning staff and customers.
    - Prepares supporting documentation.

3. **Maintains high availability and other performance measures of supported technologies.**

    Activities:

    - Monitors performance of Domain Controllers, DNS servers and Firewall servers/appliances.
    - Performs ADS, DNS, firewall and enterprise network performance tuning and workload balancing.
    - Assists in the maintenance of established prime time and overall availability service levels.
    - Provides efficient network problem diagnosis and resolution.
    - Adheres to established problem/change management procedures.

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- Provides exceptional user support for full client satisfaction.

4. **Provides Technical Support for Shared ICT Services.**

   Activities:

   - Monitors performance of Enterprise Server network, Front End Processors and Interconnect Controllers.
   - Assists in network performance tuning and workload balancing.
   - Interfaces with provisioning staff, analysts from support branches and analysts from the user community.
   - Suggests new methods to increase efficiency of available resources.
   - Coaches junior staff with technical development.
   - Attends the weekly Data Centre change meeting.
   - Attends the weekly ministry team leader meeting.
   - Participates in the on-call pager rotation once every 4 weeks.
   - Performs routine duty network analyst tasks such as DNS updates and network security access changes.

5. **Provides Management Assistance.**

   Activities:

   - Understands and communicates the ministry network configuration and connectivity information as needed.
   - Assesses the impact of new hardware/software installs and upgrades.
   - Keeps management apprised of problems, issues as well as new technologies.
   - Provides technical expertise in developing data centre future network hardware/software plans and directions.
   - Provides data to assist in budget forecasting.
   - Assists management in recruiting new or replacement staff and contractors.

6. **Provides leadership to the ADS, print and network Management team.**

   Activities:

   - Coordinates projects and other operational tasks for the team.
   - Represents the team with management, other support staff and customers.
   - Performs performance assessments, resource allocation and training coordination.
   - Educates team members in supported technologies and processes.
   - Provides the final level of escalation for technical issues within the team.

- Mediates disputes involving staff on the team.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position is involved in supporting IT services that are cross-Government applications for use by the general public and/or multiple ministries. Some dedicated ministry solutions are also supported. The supported technologies are essential infrastructure components of all shared services. Critical applications such as e-mail, Alberta.ca web page and desktop sign-on are dependant on the technologies supported.

The position has high levels of diversity and complexity due to the breadth of technologies, coordination of the team and projects and customers supported. The position requires high levels of creativity due to incident resolution and solution architecture.

The position leads a team providing access to approximately fifty (50) technologies of different products in the categories of: Operating Systems (Z/OS); Printing Services; ADS; Security; Network Management; and Video Conference. For example, the Z/OS area has at least 16 products including System Automation, Enterprise Extender, and Connect:Direct. The Printing Services provide 6 products. ADS(Active Directory Service) provides 14 products such as Domain Controllers, TRUSTS, and Schema Changes. The Security and the Network Management areas each have seven products, and the Video Conference area has another 4 products.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- A University Degree in Computer science, or a post secondary technical institute Computer Science Diploma and extensive related experience.
- Requires an in-depth knowledge of the Enterprise Server Operating Systems components including the Desktop/Server OS's and network OS'S.

Alberta

- In-depth knowledge of Network software, hardware, network protocols, network security protocols and firewall technologies.
- Good analytical, diagnostic and organizational skills to identify problems sources.
- Good research skills to search for solutions to correct system problems.
- Good ability to plan, develop and coordinate network solutions to meet new and changing requirements in the ministry IT environment.
- Good interpersonal and communication skills.
- Good team leadership and supervisory skills and abilities.
- Ability to work effectively as a team player.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Management – discussion and resolution of technical problems, planning and direction for new projects and services, escalation of staffing issues.

IT delivery peers, project managers and business analysts – cooperation for service delivery and incident resolution, consultation on team areas of expertise, information delivery for team initiatives, planning and implementation of new projects and services.

Customers – Service Provisioning and incident resolution, consultation on new services or improvement for services.

Suppliers – Evaluation of new technologies, cooperation on architectural and implementation plans, cooperation on incident resolution.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Supervises a technical team of 7 systems analysts (System Analyst I and System Analyst II) and 6 contractors having different levels of expertise.

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 513SA12

Identification Section

Working Title:	Team Lead, Messaging
Department:	Service Alberta
Division, Branch/Unit:	IT Services, Technology Services
Reports To:	Manager, Service Delivery Utilities
Levels to D.M.:	5
Job Description:	513SA12
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

R1 115

TOTAL JOB POINTS

479

Comments on Role

The position is responsible for the operation of the GoA Messaging services and the GoA Mainframe Compiler and Utility Services. This position manages staff supporting a variety of products including some major and some minor products which are used to provide GoA Shared Services in areas including Email Management, Blackberry, RightFax, Unified Communications and Mainframe Compiler and Utility support. Support of these services includes planning, installation, maintenance, and problem solving. The position provides management with the technical recommendations required to evaluate new service proposals.

Comments on Evaluation

Knowledge:

Content:

> **F:** This position is an expert in all phases of the GoA Messaging and GoA Mainframe Compiler and Utility Services in a number of areas including Email Management, Blackberry, and RightFax. The position requires the application of expert content

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Classification: Public

knowledge in a variety of different situations. This is acquired by professional theoretical knowledge and substantial on-the-job formal training and related work experience. The position needs the knowledge and understanding to provide senior level expertise and leadership on a variety of initiatives relating to the operations and maintenance of the GoA Messaging Services. Acts as a technical liaison between Service Alberta, other ministries and vendor participants in recommending upgraded or new technologies related to messaging services. Provides expertise and content understanding in resolving problems when any downtime and loss of services occurs. Work in this position is best reflected in an F level rating.

Complexity and Diversity:

I: The GoA Messaging Services and the GoA Mainframe Compiler and Utility Services are an integral cross government service affecting all government employees who use GoA Messaging services including e-mail, blackberry and electronic faxing systems. Position organizes work and resources to accommodate new operational or management priorities. Ensures there is a strategic direction to take advantage of advances in technology. Plans for upgrades to new releases of software to minimize the impact on service levels
Provides evaluation reports including cost/benefit analysis of options reviewed and supported recommendations and provides management with technical recommendations on new technology under consideration. Position creates project plans to address significant software services tasks for initiatives under consideration, as well as, analyze client needs/requests for Messaging Desktop applications and assess impact on existing infrastructure (e.g. Blackberry Application software).

Human Relations Skills:

2: Provides direction and leadership to the Messaging Team and provides recommendations to management that often involves influencing behavior and changing opinions. Position resolves problems and issues that are identified by clients and provides assistance to clients in the use of supported software. The requirements of the position are beyond HR Skills 1.

Creativity/Problem Solving:

38%: As the department expert in GoA Messaging and GoA Mainframe Compiler and Utility Services, this job needs to often work at the highest level of operational thinking especially in problem diagnosis and resolution to restore software services. The thinking in the position is guided by established protocols, policies and principles in the GoA Messaging and Mainframe Compiler Services. There is considerable latitude within the broadly defined environment to find the solutions to minimize the downtimes and loss of service.

Responsibility:

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R1: The primary focus of this position is responsibility for the operation of the GoA Messaging services and support for all government employees using messaging services such as e-mail, blackberry and electronic faxing services. The service delivery focus of this position best fits the R1 profile. Position allocates resources within the team for the delivery of messaging services. This position also provides management with technical recommendations on new technology under consideration.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Classification: Public

Opted Out and Excluded Benchmark
Job Description - 513SA12

Identification Section

Working Title:	Team Lead, Messaging
Department:	Service Alberta
Division, Branch/Unit:	IT Services, Technology Services
Reports To:	Manager, Service Delivery Utilities
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Manager, Service Delivery Utilities, the Team Lead is responsible for the operation of the GoA Messaging services as well as the GoA Mainframe Compiler and Utility Services. This position manages staff which supports a variety of products, some major and some minor which are used to provide GoA Shared Services in the areas of Email Management, Blackberry, RightFax, Unified Communications and Mainframe Compiler and Utility support. Support of these services includes planning, installation, maintenance, and problem solving. The position provides management with the technical recommendations required to evaluate new service proposals.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

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1. **Supervises a team of System Analysts responsible for the operation and maintenance of the GoA Messaging Services and the GoA Mainframe Compiler and Utility Services to ensure a high level of client satisfaction.**

   Activities:

   - Organize work and resources to accommodate new operational or management priorities.
   - Ensure ongoing professional development within the area to maintain awareness of new and changing requirements.
   - Provides guidance and technical assistance to junior analysts on specific projects or tasks.
   - Establish goals and objectives for the team and monitor progress towards achievement of objectives.
   - Evaluate individual performance and provide coaching and support.
   - Presents technical evaluations to management.
   - Develops project plans including detailed task and resource allocation.
   - Actively pursue and question the value of existing operational practices with a view to more efficiency.

2. **Provide management with technical planning in the area of GoA Messaging Services.**

   Activities:

   - Ensures there is a strategic direction to take advantage of advances in technology.
   - Plan for upgrades to new releases of software to minimize the impact on service levels.
   - Provide evaluation reports including cost/benefit analysis of options reviewed and supported recommendations.
   - Provides management with technical recommendations on new technology under consideration.
   - Creates project plans to address significant software services tasks for initiatives under consideration.
   - Analyze client needs/requests for Messaging Desktop applications and assess impact on existing infrastructure (e.g. Blackberry Application software).

3. **Provide Technical Support for GoA Messaging Services and for GoA Mainframe Compilers and Utility Services.**

   Activities:

   - Maintain a high degree of availability for supported services.

- Monitor system performance and capacity to ensure service levels are maintained.
- Conduct problem diagnosis and resolution as required to restore software services.
- Coordinate and implement configuration and system changes or upgrades.
- Implement all supported software (installation, user acceptance testing, help desk functionality, user training, trouble shooting, problem resolution).
- Provide assistance to clients in the use of supported software.
- Continually review software technologies for improvements in order to ensure operating and business practices are adding value and efficiency in service delivery.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

- Areas impacted by this job include the all government employees who use GoA messaging services such as email, blackberry, unified communication or electronic faxing services.
- In addition, this job impacts any government employee who uses the GoA Mainframe Services at the Central, Calgary and Terrace Computing Centres.
- The position determines the priorities and then effectively allocates the manpower resources within the team for the delivery of messaging services.
- This position is accountable for technologies which provide multi-ministry messaging service delivery. Any downtime and loss of services can have a very significant impact on the ability of users to perform their jobs. The position demands having a highly reliable and highly available individual.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

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- Supervisory/Team Leader skills.
- Project planning and technical "lead hand" abilities and skills.
- Mainframe and Micro-computer skills coupled with a well-rounded knowledge of Information Technology Infrastructure Library (ITIL) processes.
- Knowledge of software related to Microsoft, z/OS and Unix platforms.
- Broad knowledge of related technology trends and development.
- Ability to assess the impact of technology changes.
- Ability to prepare and present comprehensive reports to management.
- Ability to implement a wide variety of software.
- Good interpersonal and communication skills.
- Good problem diagnosis and decision making skills.
- Strong client focus aptitude.
- Degree in Computing Science plus extensive related experience or an equivalent combination of education and experience.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Management

- Provide recommendations to management.
- Keep management informed regarding services status.

Other GoA Operational Teams

- To request services other teams provide.
- To perform services for other teams.

Clients

- Resolved problems identified by our clients.
- Provide information on services we provide to allow clients to better utilize these services.

Vendors

- Keep up to date on technology trends.
- Research products which would enhance services being provided.

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Provides leadership and supervision to a team of professional staff working at different levels of expertise.

Last Review / Update: 2015-02-06

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Opted out and Excluded
Benchmark Evaluation - 513SA13

Identification Section

Working Title:	ASAS Operations Coordinator
Department:	Service Alberta
Division, Branch/Unit:	Technology Services/Shared Applications
Reports To:	Team Lead, Shared Applications
Levels to D.M.:	5
Job Description:	513SA13
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

R1 115

TOTAL JOB POINTS

479

Comments on Role

Reporting to the Team Lead, Shared Applications, this position is with a team responsible for providing operational support within Service Alberta for the Alberta Secure Access Service (ASAS) by ensuring production environments and staging services are available to clients on a 24/7 basis. Works as a lead in problem discovery during service outages, and leading ASAS Operational Review meetings. Coordinates ASAS activities as required within Secure Access by participating in Change and Release management of ASAS components, and championing processes, procedures, designs and solutions that may offer operational improvements. Acts as a technical liaison between Service Alberta, other ministries and vendor participants in performing testing activities, developing ASAS enabled applications and advocate for the ASAS service.

Comments on Evaluation

Knowledge:

Content:

Alberta

F: This position is an expert in all phases of Alberta Secure Access Services (ASAS) and is looked upon to provide senior level expertise and leadership on a wide variety of initiatives relating to secure access to clients on a 24/7 basis. Acts as a technical liaison between Service Alberta, other ministries and vendor participants in performing testing activities, developing ASAS enabled applications, and advocating for the ASAS service. The position requires an in-depth understanding and expertise in systems management principles and is decisive and creative in meeting secure access challenges. As the department expert in secure access operational support, this position requires the application/utilization of content knowledge in a wide variety of challenges and situations to ensure ASAS services environments are available on a 24/7 basis. Provides expertise in problem discovery when service outage occurs. The position is one of a team who are seen to be the experts on technical aspects of the ASAS system. Although the system is administered by an external vendor, when there are issues with the operation, clients do not deal with the vendor, and the position is the key contact to investigate, analyze and determine the root cause as well as the solution. Work is best reflected in an F level rating because of the breadth of knowledge required to understand the technology used by the Ministries.

Complexity and Diversity:

I: Alberta Secure Access (ASAS) is an integral activity of a cross government service. When service outages occur, ministry applications are unavailable. Position leads incident and problem management events to ensure ministry services are not significantly affected. The position regularly deals with issues on a wide scale from complex to simple as well as provides expertise to client ministry using ASAS within their respective applications. The diversity of the position is significantly increased in providing support to clients having different needs and challenges on a case by case basis.

Human Relations Skills:

2: Position resolves issues and provides direction to vendors and service providers. Contact with Project Managers involves providing technical input and expertise and exchanging information pertaining to the use of ASAS as it relates to the business requirement(s) of the client ministries. Position is often required to influence behavior and change situations around by persuasiveness and assertiveness.

Creativity/Problem Solving:

38%: The position best fits into the 38% profile. As the department experts in Alberta Secure Access Services, these positions need to often work at the highest level of operational thinking especially in problem discovery when service outages occur. There are established protocols and principles in the secure access operations. Problems can be identified but solutions are not often known and with each new use there are unique problems that will require solutions that may not be

readily known. There is limited access to additional technical expertise and in many situations there is considerable latitude within the broadly defined environment to find the solutions to minimize the outage times.

Responsibility:

R1: As the primary focus of this position is in providing operational support for the Alberta Secure Access Service (ASAS), this position best fits the R1 profile. The operational focus is on ensuring ASAS services production environments are available to clients on a 24/7/365 basis. Position also works with service providers and ministries to integrate more applications into the ASAS environment.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Opted Out and Excluded Benchmark
Job Description - 513SA13

Identification Section

Working Title:	ASAS Operations Coordinator
Department:	Service Alberta
Division, Branch/Unit:	Technology Services/Shared Applications
Reports To:	Team Lead, Shared Applications
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Team Lead, Shared Applications, this position is one of a team of positions responsible for providing operational support within Service Alberta for the Alberta Secure Access Service (ASAS) by ensuring production environments and staging services are available to clients on a 24/7 basis, working as a lead in problem discovery during service outages, and leading ASAS Operational Review meetings. Coordinate ASAS activities as required within Service Alberta (SA) by participating in Change and Release management of ASAS components, and championing processes, procedures, designs and solutions that may offer operational improvements. Act as a technical liaison between Service Alberta, other ministries and vendor participants in performing testing activities, developing ASAS enabled applications and advocate for the ASAS service.

ASAS is utilized by a variety of clients within a variety of ministries to deliver their day to day business. Position is one of a team responsible for providing support on two levels: One is on the day to day operational and coordination activities and the second is working with clients on a project basis to provide advice and technical expertise on ASAS as it relates to the specific activity/application being implemented by the ministry client. (Example is the project that is underway within Alberta Health for private individuals to have access to their personal health records).

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Classification: Public

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Operational activities:**

    Activities:

    - Ensure ASAS services production environments are available for clients 24/7 basis.
    - Ensure ASAS staging services are available as required.
    - Assist ASAS Service Desk as requested.
    - Work as a lead on incident and problem management within Service Alberta for ASAS events.
    - Participate as a lead in working with service provider technical staff in problem discovery when service outage occurs in the 24/7/365 service operations.
    - Provide Quality Assurance Testing when Change Requests are implemented into staging and production environments.
    - Actively participate in root cause analysis and subsequent activities in support of minimizing or removing the root cause.
    - Ensure the service provider provides meaningful, useful, timely information on service outages and service delivery issues.
    - Provide digital certificate expiry date tracking in all environments for all certificates used by all organizations that participate in ASAS.
    - Lead monthly ASAS Operations Review meetings and respond to issues identified within these meetings.
    - Provide regular status reports on ASAS to management.

2. **Coordination activities:**

    Activities:

    - Participate in Change and Release management of ASAS components hosted at the service provider, Service Alberta and participating ministries.
    - Coordinate activities within Service Alberta in response to requests from the service provider and ministries when activities are required within SA.
    - Ministries assume this role has authority to implement their requests within SA. However, this role is one of coordination of activities; all the work is done by other teams within the organization which requires that ASAS activities are prioritized relative to other tasks by their respective team leads.

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- Compose, champion and track Change Requests submitted to the service provider as requested by ministries for changes to their applications in production.
- Champion and coordinate activities within SA in order to enhance the redundancy of the ASAS service.
- Champion processes, procedures, designs and solutions that may offer operational improvements such as "end to end" monitoring.
- Coordinate web page development within SA.
- Participate in the development and delivery of infrastructure services within SA that support ASAS.

3. **Technical Liaison:**

   Activities:

- Participate in performance testing activities.
- Participate in weekly meetings hosted by participating ministries as they develop their ASAS enabled applications as a technical resource and as the coordinator of activities within SA.
- Advocate of the ASAS service.
- Work with Bell and ministries to integrate more applications into the ASAS environment.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Alberta Secure Access Service (ASAS) is an integral IT activity of a cross government service. When service outages occur, ministry applications are unavailable and service level agreements are not met. With the increased focus of information and technology security, the use of the ASAS program has increased within a variety of high profile projects of client ministries.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual

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skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

- University degree in Computing Science or Technical School Diploma and extensive related experience or equivalent combination of education and experience.
- In depth understanding and expertise in Systems Management principles.
- In depth understanding and expertise in Network fundamentals.
- In depth knowledge and understanding of the GoA Internet service delivery and Internet security.
- Broad knowledge of related technology trends and developments.
- Good project management skills and technical "lead hand" skills.
- Decisiveness, creativity and flexibility is required to meet secure access challenges and solve problems quickly.
- Good interpersonal and communication skills.
- Proficiency in the use of Microsoft Office suite.

Contacts

(Main contacts of this position and the purpose of those contacts.)

- Project Managers – exchange information, provide technical input and expertise.
- Vendors and Service Providers – resolve issues and provide direction.
- Clients in other ministries - participate as the SA representative for ASAS, and provide technical input.
- Service Alberta Managers and Technical staff – provide technical input and expertise.
- Team Members - main contacts are members of the networking, ADS support, and Web Support teams: this position coordinates activities within these teams based on requirements and requests from service providers and other ministries.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No direct supervision is required in this position.

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 513SA09

Identification Section

Working Title:	Senior Database Analyst
Department:	Education
Division,	Information & Strategic Services,
Branch/Unit:	Information & Technology Management , Application & Technology Systems Management
Reports To:	Team Leader, Tech Services, Senior Manager
Levels to D.M.:	5
Job Description:	513SA09
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(requires login)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

B 100

TOTAL JOB POINTS

464

Comments on Role

The Senior Database Analyst leads teams that provide information technology services support within Alberta Education. This position consults with and supports clients in strategic, operational, technical, and budget planning for information technology, in addition to playing a key role in identifying, evaluating, and recommending opportunities to apply existing and new information technology applications to address functional and business requirements of clients. This position is required to design, build, tune, and maintain database systems within the Ministry, as well as, coordinate relationships between systems and Ministry business processes.

Comments on Evaluation

Knowledge:

Content:

> **F:** The position is an expert in all areas of optimal performance, integrity and security of data encompassed in the Education databases. Further, the position is responsible for the implementation of system development, maintenance and enhancement initiatives

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at the senior level. The F score most accurately represents the job tasks of this position because it is responsible for performing senior level duties such as program design, testing and implementation in addition to co-ordination, program support and providing senior level technical expertise. These tasks require the position to possess a wider breadth and width of knowledge that is not found in an E+ score. E+ is considered a fully seasoned professional but is not expected to lead co-ordinate initiatives and provide senior level expertise that is found in an F position. F+ is inaccurate because the position is not a 1 of 1 in the industry and is not considered a widely known expert in other jurisdictions.

Complexity and Diversity:

I: The work completed by the position directly impacts the entire department of Education. Further, the work affects government and interested stakeholders because of the amount of information and data this position is responsible for. The diversity is increased because of the different types of information, database related inquiries and range of interested stakeholders that the position deals with. Further, this is a senior level position that increases the complexity because of the added responsibility and accountability that is tasked with the senior level work duties.

Human Relations Skills:

2: The position communicates at the HR skill level 2 because of the senior level work the position is responsible for. The position is looked upon to provide technical support and advice, troubleshoot, resolve technical issues, test software and identify and resolve deficiencies, design databases and provide recommendations to enhancements and developments. These tasks require the position to interpret technical data for stakeholder use. The position has a level of knowledge and know-how that stakeholders don't and as a result, requires the position to interpret highly complex applications. Level 1 is "tech to tech" clarifying and exchanging information.

Creativity/Problem Solving:

38%: This position fits under the 38% profile because the highest level of operational thinking is required in completing required tasks in a rapidly changing technological environment. The senior level of work requires the position to possess an added degree of creativity in dealing with initiatives that require broad latitude in determining how the work is completed. For example, the position designs, builds and implements database changes in multiple environments, evaluates implications of new technological releases ensuring effective implementation, tests new software releases for adaptability and effectiveness that will be used in other departments, ensures database modifications are accurate and effective before implementation and merges databases in the middle of important technological changes. The nature of the role allows for very little support because of the changing environment and the senior level work. The position is counted on to identify innovative solutions using creativity, and initiative and the 38% represents this. The 33% profile does not support the

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strategic contribution that this position has in resolving challenging problems where precedents and previously established standards may not be available in performing tasks.

Responsibility:

The B profile most accurately represents this position because it is balanced between development and implementation. Job tasks have been described in above sections and in the job description and basically reiterate the position providing highly technical and senior level support for the purpose of developing stakeholder work outcomes and effectiveness as well as ensuring effective implementation. The position is responsible for all aspects of data within the department of Education and does everything to add value to existing programs and applications that are used by the stakeholders. The C1 profile is focused on analysis instead of end results, which is not the essence of this position, as the responsibilities of this position occur both in development and implementation over a longer period of time.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Classification: Public

Opted Out and Excluded Benchmark
Job Description - 513SA09

Identification Section

Working Title: Senior Database Analyst

Department: Education

Division, Branch/Unit: Information & Strategic Services, Information & Technology Management , Application & Technology Systems Management

Reports To: Team Leader, Tech Services, Senior Manager

Levels to D.M.: 5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Database Analyst provides leadership in the design, delivery, and support of information technology applications within Alberta Education. This position is the senior technical and analytical resource on teams and is involved in the provision of all aspects of information technology services and support.

Major responsibilities include:

- providing technology consulting support for clients at all levels of the Ministry;
- providing leadership to major information technology development projects;
- monitoring and overseeing the cross-ministry application environment to ensure a coordinated approach within the Ministry and liaising with Service Alberta to facilitate the transition of distributed computing services to a shared services model;
- taking a lead role in the full range of information technology applications system and client support services (i.e. hardware and software planning; systems design, development, testing, implementation, and documentation; system maintenance; client training; management information reporting; and end-user computing); and

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- providing leadership and activity coordination for Application Development and Maintenance staff and contracted resources.

The Senior Database Analyst reports to the Team Leader, Technology Services.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provides consultation and support to Ministry clients relating to strategic, operational, and budget planning for information technology.**

   Activities:

   - Consults with clients and staff on information technology requirements, identifies appropriate alternatives, and recommends and oversees implementation of preferred solutions.
   - Provides support for Ministry database applications and data warehouse environments by assessing database requirements for Ministry applications and identifying database integration, migration, and conversion requirements.
   - Works closely with Service Alberta to facilitate transition of distributed computing services to a shared services model, ensuring impact on Ministry operations is minimized and corporate directives supported; identifies Ministry service level targets for cross-ministry applications and cross-ministry opportunities for technology sharing; and provides ongoing assessment of services levels and gap analysis.
   - Assists in the preparation of the strategic and operational plans and budgets to address information technology requirements.
   - Assists in the development and preparation of project proposals and definitions to support systems planning, priority setting, and budget proposals.
   - Leads the identification, review, evaluation, and recommendation of opportunities to apply existing and new information technology applications to more effectively address the functional and business requirements of clients.

2. **Leading or functioning as the senior resource within a team environment, provides for the ongoing maintenance and enhancement of existing and new information technology applications within the Ministry.**

   Ensures and verifies Ministry and Government standards and guidelines surrounding application maintenance and Ministry / Branch policies and procedures

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relating to security and operation of client systems and databases are recognized and complied with while performing the following activities:

Activities:

- Oversees development and maintenance of plans for the maintenance and enhancement of a variety of information technology applications of significant complexity.
- Ensures all changes to applications are developed, tested, and implemented in an efficient, effective, and well-controlled manner.
- Responds to Ministry program or priority changes by adjusting plans, assignments, and schedules as required.
- Guides and participates in analysis of client needs and preparation of functional requirements and application specifications.
- Works with clients to determine service priorities and requirements, and develops service plans and schedules that balance overall responsiveness to client needs with effective utilization of branch staff and resources.
- Participates in review and evaluation of information technology applications and services, and in the preparation of recommendations for clients.
- Oversees the provision of support to clients as required for timely and reliable operation of all information technology applications and services.

3. **Provides leadership to and participates in the development, design, construction, testing and implementation of wide range of information technology applications that support client requirements and Ministry objectives.**

   Ensures and verifies Ministry and Government standards and guidelines surrounding application development and Ministry / Branch policies and procedures relating to security and operation of client systems and databases are recognized and complied with while performing the following activities:

   Activities:

- Leads major information technology projects by directing development and implementation activities.
- Prepares project work plans and resource estimates (i.e. manpower, system processing, contract analysts, hardware and software, etc.).
- Supervises project team staff, including Systems Analysts, consultants, and contractors.
- Oversees investigation of requirements and provision of recommendations relating to technical resources required to meet client application needs (i.e. hardware, software, and network).
- Ensures adherence to and plays significant role in developing appropriate Ministry and technical standards, practices, methods, and procedures.

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- Ensures appropriate communication and coordination occurs relating to activities of clients, project team staff, technical support staff, other project teams working on related information technology projects, and applications maintenance staff to support required planning, design, and integration of new systems and databases.
- Determines availability, quality, cost effectiveness, and maintainability of information technology applications being developed and assists clients to ensure quality, accuracy, and timeliness of associated data.
- Leads activities associated with analysis of client requirements, preparation of system specifications, and construction, testing, training, implementation, documentation, and end-user support.
- Ensures systems design and development is aligned with corporate database services approach; provides change control and management for database systems migrations from acceptance to production environments; oversees the integration and migration of data in a timely manner while ensuring data integrity and security; and ensures database recovery procedures are in place and tested.
- Leads activities associated with post-implementation reviews and preparation of associated reports and recommendations.
- Assists to prepare materials and coordinate processes required for arranging contracts and acquiring consultant resources from private sector. Monitors contracts to ensure adherence to provisions.
- Monitors project expenditures and schedules against approved budgets and work plans, and prepares and presents project status reports.

4. **Provides leadership in the provision of support services to Ministry managers and staff as required to address a wide variety of data analysis and information and reporting needs.**

   Activities:

   - Maintains comprehensive understanding of data held in Ministry files to effectively deal with information requirements of clients.
   - Coordinates provision of ad hoc reporting services to address information requests from management.
   - Consults with clients to clarify analysis or ad hoc reporting requirements.
   - Prepares service level and activity reports.

5. **Provides leadership to clients relating to their ability to be more productive through use of information technology and more self-sufficient in directly accessing and manipulating data to meet their information requirements.**

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Activities:

- Evaluates client needs, expectations, and existing skills relating to information technology.
- Plans and implements mechanisms to make data more readily available to clients.
- Oversees evaluation of new products to address client requirements and coordinates development of Ministry information technology standards, procedures, and guidelines.
- Leads development of training programs for clients.
- Assists clients to develop and/or enhance their skills to levels required to achieve their objectives.

6. **Supports the Team Leader, Technology Services in carrying out responsibilities.**

Activities:

- Acts for Team Leader in his or her absence.
- Participates in task forces, projects teams, or committees responsible for reviewing or establishing information technology policies, procedures, methods, or tools.
- Assists with recruitment and evaluation of staff, and development of learning plans for staff.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The Senior Database Analyst leads teams that provide information technology services support within Alberta Education. This position consults with and supports clients in strategic, operational, and budget planning for information technology, in addition to playing a key role in identifying, evaluating, and recommending opportunities to apply existing and new information technology applications to address functional and business requirements of clients. This position is required to take a comprehensive view of information technology applications within the Ministry, coordinating relationships between systems and Ministry business processes.

The Senior Database Analyst represents Alberta Education and Application Development and Maintenance on government information technology projects, providing input and ensuring the requirements of Alberta Education are integrated within the cross-ministry application

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environment. This position also represents Alberta Education when interacting with and providing advice to consultants, contractors, and vendors working on Ministry information technology projects.

This position works closely with clients at senior levels of the Ministry to determine division and business unit information technology requirements and priorities and coordinate initiatives. The Senior Database Analyst supervises internal staff and external resources when leading information technology projects, making decisions relating to work assignments and the development and maintenance of systems. The position also plays a significant role in the development of Ministry and technical standards, practices, methods, and procedures relating to information technology.

The Senior Database Analyst applies creativity and originality to all responsibilities. Specific examples include providing leadership in the identification of opportunities to effectively apply existing and new technologies to Ministry processes, the identification of cross-ministry opportunities for technology sharing, the evaluation of new technologies, and the activities of project teams including evaluating recommendations and determining alternative courses of action.

This position works within the parameters of established policies and processes of the Ministry and business units. Considerable authority and independence is delegated to the Senior Network Analyst, with only general direction provided. This position makes decisions relating to assignment of resources and independently leads information technology-related projects, including determining scope of projects and planning and priorizing tasks. The Senior Database Analyst provides operational statistics and project reports to the Team Leader, with work reviewed for implications of decisions and quality of leadership provided. Projects are normally only reviewed at major milestones and upon completion.

The Senior Database Analyst reviews and approves recommendations made by internal and contracted resources relating to appropriate application hardware, software, and network requirements. Matters outside the scope of the Technology Services section are referred to the Team Leader, as are policy infringements or major changes to policy and standards for applications development and maintenance. Significant concerns relating to the performance of staff resources are also discussed with the Team Leader.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

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The Senior Database Analyst requires a detailed and comprehensive knowledge of:

- relational databases
- information technology infrastructure and applications
- maintenance and development techniques for information technology applications used in the Ministry
- specific software development tools
- modular programming and system analysis techniques
- web development techniques and tools
- networking and telecommunication technologies
- Ministry and Government policies and standards relating to information technology applications and security
- relevant Acts and manuals relating to the processing of learner-related data (i.e. Education Guides, Freedom of Information and Protection of Privacy Act, Schools Act, Funding Manual)

The Senior Database Analyst must have:

- excellent analytical and problem solving skills
- excellent written and verbal communication skills
- strong leadership and project coordination skills
- strong consultation and interpersonal skills

The Senior Database Analyst must be able to:

- lead and coordinate large information technology projects
- provide consultation and advice relating to information technology applications to management and non-technical staff
- coordinate investigative studies of information technology systems
- lead definition and/or development of specifications for large information technology systems and projects
- maintain and promote state-of-the-art awareness of industry direction and current and emerging information technology applications
- identify and promote new information technology applications of high potential value to the Ministry and to cross-ministry opportunities for technology sharing
- develop and maintain detailed understanding of hardware and software packages used in the Ministry
- work independently as well as lead within a team environment
- demonstrate initiative and creativity relating to responsibilities

Qualifications:

- Degree related to Computer Science and at least four years directly related experience or

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- Equivalency: Two-year diploma related to computer technology and six years directly related experience or other equivalent combinations of relevant coursework and experience (i.e. one-year certificate from recognized post-secondary institution and seven years related experience).
- Experience in project management and supervision is required, as is extensive experience developing and maintaining information technology applications within a data warehouse environment and providing consultation and technical support to clients at all levels of an organization. In-depth technical knowledge of a broad range of information technology infrastructure and applications is also necessary.
- The possession and maintenance of ISP and/or associated vendor certification is an asset.

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 513SA02

Identification Section

Working Title:	Senior Systems Analyst/Database Administrator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Information Technology Branch
Reports To:	Senior Manager, IT Infrastructure
Levels to D.M.:	5
Job Description:	513SA02
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	513SA - Systems Analyst Level 3 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Organization Chart
(**requires login**)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

C1 87

TOTAL JOB POINTS

451

Comments on Role

The Senior Systems Analyst/Database Administrator reports to the Senior Manager, IT Infrastructure, in the Information Technology Branch. The position is responsible for ensuring the optimized performance, integrity, and security of all data encompassed within CoMIS (Correctional Management Information System). CoMIS is a large, complex, and highly integrated mainframe application system, accessed by over 2,400 internal and external users, that encompasses offender data to support two primary functional areas: the Correctional and Remand Centres (adults and young offenders). Data relating to the Community Corrections and Release Programs Branch (adult community) and Young Offender Community Corrections is within a client server environment that interfaces with the CoMIS enterprise server (mainframe) application system.

As the recognized ADABAS database expert in the Information Technology Branch, this position plays a major role in implementation of systems development, maintenance and enhancement initiatives. Objectives of these initiatives range from increasing system effectiveness, to reducing processing costs, to accommodating software maintenance/enhancement upgrades implemented at Service Alberta shared computing facilities, to responding to program and legislative changes that impact on data needs and business process requirements. Branch support of required teleprocessing monitor sessions (primarily shared CICS regions) accessed by users across the province is also provided.

Alberta

As a recognized senior systems resource within a team environment, the position is also required to provide additional/backup CoMIS application maintenance and development support.

Working within the context of legislative guidelines and database administration principles/techniques and in concert with CoMIS client services operational support staff and the application maintenance and development team, the position is responsible for ensuring that the CoMIS production application environment is maintained and operational virtually 24 hours a day, 7 days a week. Varied users within the province, ranging from Police Services, to Correctional Services facilities, to Community Corrections Branch staff, rely on the quality, accuracy and accessibility of this data in their daily interactions with adult and young offenders. Timely availability combined with efficient and accurate processing of offender data is essential to the day-to-day operations of Correctional Services, the safety of Correctional Services staff and the appropriateness of decisions made by Correctional Services staff and police officials relating to adult and youth offenders.

Comments on Evaluation

Knowledge:

Content:

> **F:** This position is an expert in all areas of optimal performance, integrity and security of all data encompassed within CoMIS. Further, the position is the ADABAS database expert in implementing systems development, maintenance and enhancement initiatives. The F score most accurately represents this position because it is responsible for providing senior level expertise along with successful direction within information technology. These tasks require the position to possess a deeper breadth and scope of knowledge that is not found in an E+ rating. An E+ position is considered at the fully seasoned level, but is not expected to lead, provide senior level expertise, coordinate initiatives and possess a similar breadth and scope of knowledge as this F position. The F+ score is inaccurate because this position is not a 1 of in the industry and is not considered a widely known expert in other jurisdictions.

Complexity and Diversity:

> **I:** This position is particularly responsible for its own division, but does liaise and deal with other divisions and external stakeholders. As a result, the effect of the work is on Alberta Solicitor General and Public Security and other interested areas. The complexity and diversity of this position is increased because of the role the position plays, as it is a senior position that is looked upon for specialized expertise and know-how not found elsewhere. Furthermore, the position must stay on top of the latest technology trends and upgrades in applying them to the operations and technology of Alberta Solicitor General and Public Security.

Human Relations Skills:

Alberta

2: The position communicates at the HR skill level 2 because the position is looked upon to provide technical expertise in all aspects of the specialty and this requires interpretation of technical information for stakeholder use. This interpreting duty falls under the HR skill level 2. For example, the position monitors database growth patterns, makes necessary changes to database capacities, establishes and maintains database procedures and standards, investigates and plans alterations to the database environments and provides a wide range of technical support tasks to stakeholders. These tasks require the position to interpret information and complete tasks for stakeholders that they cannot complete themselves because of the high complexity and diversity of the work. The position is viewed as stronger than HR Level 1,which is "tech to tech" clarifying and exchanging information.

Creativity/Problem Solving:

38%: The position fits the 38% profile as the focus of the work is on establishing database procedures and standards; determining, evaluating, and adjusting search strategies; and completing other related assignments to optimize database performance, monitor database growth patterns, and reorganize databases. In order to develop database initiatives, the position also evaluates technology that could add value to existing operations and investigates and performs alterations to the physical layout of the database applications. The position participates on research assignments in analyzing and defining new work applications that may add value to existing programs. This position has considerable latitude to determine solutions to problems within a continuously changing technological environment. This position is not viewed as fitting the 43% Creativity/Problem Solving profile as problems can be defined and relate specifically to the CoMIS database.

Responsibility:

C1: The C1 profile most accurately represents this position because it focuses on development. For example, the position assists the CoMIS Head Office in administrative development functions, performs studies that possibly enhance database systems, participates as a senior systems team member in analyzing application enhancements, leads project assignments on major special projects, and provides a wide array of technical support aimed at providing information for further development. These tasks are completed with the objective of developing a program, application, process, future research, future added value functions, and stakeholder development. The B profile is consultative and advisory, which is not the focus of this position. The C2 profile is inaccurate because it focuses on applied research, which this position does not perform.

Last Reviewed: November, 2009

Last Review / Update: 2016-03-11

Alberta

Opted Out and Excluded Benchmark
Job Description - 513SA02

Identification Section

Working Title:	Senior Systems Analyst/Database Administrator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Information Technology Branch
Reports To:	Senior Manager, IT Infrastructure
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Senior Systems Analyst/Database Administrator reports to the Senior Manager, IT Infrastructure, in the Information Technology Branch. The position is responsible for ensuring the optimized performance, integrity, and security of all data encompassed within CoMIS (Correctional Management Information System). CoMIS is a large, complex, and highly integrated mainframe application system, accessed by over 2,400 internal and external users, that encompasses offender data to support two primary functional areas: the Correctional and Remand Centres (adults and young offenders). Data relating to the Community Corrections and Release Programs Branch (adult community) and Young Offender Community Corrections is within a client server environment that interfaces with the CoMIS enterprise server (mainframe) application system.

As the recognized ADABAS database expert in the Information Technology Branch, this position plays a major role in implementation of systems development, maintenance and enhancement initiatives. Objectives of these initiatives range from increasing system effectiveness, to reducing processing costs, to accommodating software maintenance/enhancement upgrades implemented at Service Alberta shared computing facilities, to responding to program and legislative changes that impact on data needs and business

Alberta

processes requirements. Branch support of required teleprocessing monitor sessions (primarily shared CICS regions) accessed by users across the province is also provided.

As a recognized senior systems resource within a team environment, the position is also required to provide additional/backup CoMIS application maintenance and development support.

Working within the context of legislative guidelines and database administration principles/techniques and in concert with CoMIS client services operational support staff and the application maintenance and development team, the position is responsible for ensuring that the CoMIS production application environment is maintained and operational virtually 24 hours a day, 7 days a week. Varied users within the province, ranging from Police Services, to Correctional Services facilities, to Community Corrections Branch staff, rely on the quality, accuracy and accessibility of this data in their daily interactions with adult and young offenders. Timely availability combined with efficient and accurate processing of offender data is essential to the day-to-day operations of Correctional Services, the safety of Correctional Services staff and the appropriateness of decisions made by Correctional Services staff and police officials relating to adult and youth offenders.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **A large mainframe system (CoMIS), is supported by performing a variety of senior level database administrative functions ensuring data accessibility, integrity and security. CoMIS currently includes three separate and distinct databases: one database serves production, a second database provides an ongoing test/demo environment, and a third database is for dedicated use in major projects with higher exposure (i.e. major systems software upgrades). Providing comprehensive support of these related database environments, online systems and related services is a primary position responsibility.**

   Activities:

   Maintaining and enhancing the various database environments from a central perspective to ensure processing efficiency and adherence to common standards.

   Assisting CoMIS Head Office client services operational support and application support personnel in the identification, documentation and resolution of application data requirements.

Alberta

Establishing and maintaining database procedures and standards, through ongoing review and revision. Maintaining database documentation. Designing/maintaining data dictionaries and repositories in conjunction with operational and application support personnel.

Determining/evaluating/adjusting search strategies, access methods, database design, data entity relationships and rules of database use to optimize database performance.

Continually monitoring database growth patterns, reorganizing/expanding as required ensuring appropriate database capacity and optimum performance.

Measuring and monitoring CoMIS transaction volumes, database usage statistics and associated costs. Identifying and resolving both specific issues and broader systems problems.

Ensuring the physical integrity of branch application databases. In the event of loss or corruption, examining recovery alternatives, apply the appropriate solution and verify that recovery has restored database integrity. Ensuring effective disaster recovery plans are in place to allow for restoration of branch applications at an alternate processing centre, if necessary.

Providing branch support of required teleprocessing monitors (primarily the shared CICS regions) utilized by Correctional Services offices and centres across the province.

Liaising with Service Alberta Technology Services personnel and vendors of database products and services, to identify, address, and resolve systems issues and problems. Coordinating support activities as required.

2. **Database software and system specifications are evaluated by.**

Activities:

Reviewing database system components to ensure compliance with design specification and branch/departmental standards.

Reviewing new database products and technologies to evaluate the potential for improved, cost-effective service delivery.

Performing feasibility studies, analysis, database design and design reviews of software modules and utilities that provide new database systems or major enhancements.

Alberta

Liaising with Service Alberta Technology Services personnel and varied software vendors regarding new and upgraded software.

Participating as a team member on major Evaluation Projects (e.g. in response to legislative changes, evolving program and user needs, major systems software upgrades, etc.). Consulting/coordinating with application support analysts and client services operational support staff to identify and creatively satisfy application data and related processing requirements.

3. **Major Systems Development and Enhancement projects are led and implemented by:**

Activities:

Leading/participating as a senior systems team member on projects relating to major system enhancements. Consulting with maintenance and development analysts to promote the best use of the various database environments and software available to Correctional Services.

Leading/participating as an expert team member on major special projects (e.g. participating in the GoA mainframe application hosting project to ensure the requirements of the Department and Correctional Services are known and reflected in new hosting arrangements and contracts). • Designing test procedures for major enhancements that impact on database structure and/or functionality, ensuring integrity of the database environment(s); review/analyze test results; identify issues to be addressed and appropriate solutions.

Determining the impact of proposed changes to application systems and their overall operating environment. Studying migration alternatives and select the best approach to ensure application integrity and minimize system downtime.

Investigating, planning and performing physical alterations of the various database environments as well as ensuring that corresponding modifications/enhancements are made to the appropriate logical database views.

At the direction of client services operational support staff, and in conjunction with the application maintenance and development team, implementing fully tested maintenance and enhancement changes into operational systems.

Providing Branch support services on the use of other related software tools and products, as required.

4. **Systems performance and associated computing costs are monitored by:**

Activities:

Alberta

Ensuring optimum performance for branch application systems through a planned monitoring program.

Monitoring and adjusting the overall operational environment to attain maximum efficiency for branch applications running in the environment.

Analyzing costing data associated with ongoing operations of CoMIS, and providing supported recommendations to senior management in relation to optimizing operational costs. Monitoring cost related performance data on an ongoing basis (e.g. per database call and logical transaction); identifying cost trends and anomalies to assist in budgeting and in identifying the need for system enhancements and modifications to improve performance.

Liaising with Service Alberta regarding Technology Services rates and schedules. Identifying and addressing issues relating to CoMIS invoice billings.

5. **As the IT Infrastructure Unit is small, backup/additional systems related support as a multi-functional and senior analyst is an ongoing requirement and expectation of this position. This is accomplished by:**

Activities:

Responding to immediate user needs.

Covering off for other staff members.

Providing expert and longer-term assistance on major project initiatives.

Providing unofficial on-call support after hours, weekends and statutory holidays to resolve varied CoMIS operational issues and

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

CoMIS is a very large/complex mainframe application system running under MVS. Over 2400 registered production online users access this system, which serves staff in Correctional Centres, department staff, and law enforcement agencies throughout the province. Listed below are selected excerpts to illustrate the profile and magnitude of the CoMIS application system related to the responsibilities of the Senior Systems Analyst/Database Administrator:

Alberta

An extensive number of varied and integrated data elements are maintained within the CoMIS database, including: individual offender identification details, offender demographics and statistics, admission, classification and assessment, movement, charge, incarceration and release, temporary absence and visitor scheduling detail for remand and sentenced inmates within all Alberta correctional facilities. Legislative and program changes impact significantly on database design (e.g. increased focus on community corrections and introduction of the Alternative Measures Program).

A major challenge of this position is to provide rapid and efficient processing of current information, supporting 7 active CoMIS sub-systems. As offender data is never purged, the CoMIS production database continually grows (at an average annual rate of 15-20%). Currently, information relating to 250,000 Young Offenders and 310,000 Adult offenders is maintained in the production CoMIS database. On average, 5 million database calls are made by the CoMIS application system each day.

System performance, response time and associated system costs are key variables that are constantly being monitored and addressed.

The CoMIS production application system must be operational and accessible virtually 24 hours a day, 7 days a week. Ongoing physical database expansions/reorganizations and major systems upgrades are performed during weekends and weekdays late at night or early morning in order to minimize the impact on system availability.

This position is to maintain awareness of the latest information systems technologies and system-related developments in other areas of the Department, across Government and the IT industry, in general to effectively consult with clients regarding existing solutions and services to meet their needs.

Although a primary focus of this position is ADABAS Database Administration in support of the CoMIS application system, the position is also called upon to provide varied systems support activities relating to CoMIS application maintenance and development support, Sybase and UNIX administration/operational support and wide-area (WAN) network support.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Alberta

Support of the CoMIS related ADABAS database environments, online systems and related services requires an in-depth knowledge of numerous related software products:

ADABAS DBMS

NATURAL* application development facility

PREDICT data dictionary

ADAPREP pre-compiler

PLEU Protection Log Extract Utilities

CICS and TSO teleprocessing monitors

COBOL and Assembler programming languages

MVS mainframe/enterprise server execution environment and its' numerous software tools and utilities

*The CoMIS production application is predominantly written using NATURAL. NATURAL is a complete fourth-generation environment for application development and operational support, offering all the functions needed to create, maintain and process an application.

In-depth knowledge of theoretical and applied database administration techniques, principles and practices, coupled with knowledge of systems maintenance and development, technical support, and network support.

Overall knowledge of business processes associated with the 7 active CoMIS sub-systems, coupled with a general knowledge of business processes reflecting other division and department applications.

Knowledge of Correctional Services Division long-range plans and client needs.

Knowledge of Correctional Services' client server processing environment. ACOM and ETMS client server applications use the Sybase relational DBMS running on a HP-UX UNIX machine and PowerBuilder as the client application development/runtime facility.

Analytical and problem-solving skills.

Project management skills.

Alberta

Strong written and oral communication skills, coupled with the ability to effectively translate technical support and other systems issues, concerns, and observations into conceptual formats in discussions with client services operational staff and senior Division Management. Ability to resolve conflicts related to diverse and at times opposing needs of various sections within the Division.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The position has ongoing contact with:

Correctional Services Operational Support personnel as well as Application and Business Analysts within the Unit and Division -- in addressing ongoing maintenance issues and enhancement requests, specific system issues and/or projects related to major system enhancements, and in promoting the best use of various database systems and software used by Correctional Services.

Service Alberta Technology Services personnel -- to resolve varied operational, technical support and billing issues

Software Vendors -- in researching available software, fixes/upgrades, documentation, training, tips and techniques as well as the latest industry trends.

End Users of CoMIS -- in resolution of online connectivity issues and processing failures.

Contact with other department staff and database administrator counterparts in other government departments and agencies as well as the private sector is required in order to maintain awareness of recent trends in application development and database system alternatives.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2016-03-11

Alberta

Opted out and Excluded
Benchmark Evaluation - 513SA10

Identification Section

Working Title: Senior Business Intelligence Analyst
Department: Education
Division, Accountability and Reporting Division,
Branch/Unit: Information and Technology
Management/Information Services Branch
Reports To: Senior Manager, Business Intelligence
Levels to D.M.: 4
Job Description: 513SA10
MRS: See the Minimum Recruitment Standards for Systems Analyst
Job Code: 513SA - Systems Analyst Level 3
(See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

FI2 264

Creativity/Problem Solving

38% 100

Responsibility

C1 87

TOTAL JOB POINTS

451

Comments on Role

Reporting to the Sr. Manager, Business Intelligence, the position is primarily responsible for analyzing the business and reporting requirements of internal and external clients in order to design business intelligent reporting solutions. This position is a senior technical position that is responsible for the development and implementation of data warehouse and business intelligence systems. The position requires expert-level data warehousing technical skills and abilities including: multi-dimensional modeling, data management procedure development, complex report development, and project management, to help clients streamline and improve their business.

Comments on Evaluation

Knowledge:

Content:

F: This position must develop a thorough understanding of Ministry business activities as this position is delegated the responsibility to work jointly with clients, and possesses an extremely in-depth and wide breadth of knowledge that is found in an F score to

provide the necessary solutions to meet the client needs. The Senior Business Intelligence Analyst must work closely with other Technical Staff and clients to understand and define their objectives and goals, and to design and lead program strategy to extract available data; devise creative solutions to accommodate partial data sets.

Complexity and Diversity:

I: The Senior Business Intelligence Analyst works independently and is delegated the authority to prioritize resources and activities to ensure reporting requirements are fulfilled as completely as possible within time lines. This position develops business catalogues that reflect complex business rules, develops data models, defines specifications for data mart creation, and develops multi-dimensional cubes and reports to support client business information requirements. All of this is performed while supporting an enterprise perspective on data and information. The position is not a I+ because matters that fall outside the scope of the unit, involve significant impact on other functions or expenditures, are referred to and discussed with the Team Leader, as are decisions that may impact large numbers of clients or the tools or methodologies used in the unit. Changes to policy and standards and significant concerns relating to the performance of staff resources are also discussed with the supervisor.

Human Relations Skills:

2: The position is considered an HR skill level 2 because it is required to take a comprehensive view of data / information architecture and complex data relationships in the Ministry, and works closely with clients inside and outside of Alberta Education to identify business requirements and recommend solutions to their needs.

Creativity/Problem Solving:

38%: The position completes work within the parameters of established policies and processes of the Ministry and business units. Minimal direction is provided relating to the provision of ongoing services, with the position undertaking and recommending responsibilities on its own initiative. General direction is received at the beginning of significant projects, with objectives and time lines agreed to with the Project Manager and/or Team Leader.

This position exhibits leadership in the application of creativity and originality to all responsibilities. Specific examples include conceptualizing new and innovative approaches for providing information to clients through tailored data marts and value-added products such as jurisdiction profiles.

Responsibility:

C1: The C1 profile reflects the focus on providing stakeholders with assistance in their work (development). The position supports the development of reporting products that provide internal

Alberta

and external clients with convenient and efficient access to Ministry data contained in a variety of information systems, including the Corporate Data Warehouse. This position assists in identifying requirements for data marts, business catalogues, data models, multi-dimensional cubes and reports. In addition, the Senior Business Intelligence Analyst researches trends to provide clients with access to current methodologies and technologies relating to business intelligence.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Classification: Public

Opted Out and Excluded Benchmark
Job Description - 513SA10

Identification Section

Working Title:	Senior Business Intelligence Analyst
Department:	Education
Division, Branch/Unit:	Accountability and Reporting Division, Information and Technology Management/Information Services Branch
Reports To:	Senior Manager, Business Intelligence
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Working in a team environment, the Senior Business Intelligence Analyst works with Alberta Education clients to analyze business and reporting requirements in order to design business intelligence reporting solutions for staff and various external public and private sector clients. This position works closely with business areas to develop reporting products that provide clients with convenient and efficient access to Ministry data contained in the Corporate Data Warehouse and other information systems. This position will coordinate the compilation, evaluation, analysis and dissemination of information to address customer information requests and works with a team of data analysts (both internal and contract staff) to address these needs. This position is instrumental in the development of a"self–serve" approach to information reports and access mechanisms by the user community. The incumbent will be expected to develop new approaches to data analyses, information reporting and data dissemination, to anticipate and react to emerging educational information requirements and to support new policy initiatives and address emergent issues.

The Senior Business Intelligence Analyst works with technical staff and clients to refine business information requirements. As a specialist in the area of business intelligence, this position develops business catalogues that reflect complex business rules, develops data models,

Alberta

defines specifications for data mart creation, and develops multi-dimensional cubes and reports to support client business information requirements. All of this is performed while supporting an enterprise perspective on data and information.

As a key member of Information Services Branch, major responsibilities of the position include:

Developing specialized information products that provide user-specific, high quality information to support business planning and other initiatives;

Promoting user self-sufficiency in accessing data and information; and

Anticipating and reacting to emerging technology directions.

The Senior Business Intelligence Analyst ensures and verifies that Ministry and Government standards and guidelines surrounding data management, Ministry policies and procedures relating to security and operation of client systems and databases, and general data management and warehouse principles are recognized and complied with while carrying out responsibilities.

The Senior Business Intelligence Analyst reports to the Senior Manager, Business Intelligence team.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Supervises information dissemination staff and supplementary contract resources to ensure the efficient delivery of statistical information to the education user community using appropriate technology or combination of technologies.**

    Activities:

    Monitors activities to ensure the program is responsive to the needs of the stakeholders and provides complete and timely information to the departmental officials, school and jurisdiction administrators and the public;

    Review and evaluate the effectiveness of the service and make recommendations to the Director and BI Senior Manager for improved approaches;

    Ensures the data produced is responsive to the varied and changing information needs of stakeholders in the education community;

Conduct regular reviews of technologies used for information dissemination to ensure maintainability and suitability for ever changing business needs; and

Lead the research and exploration of new technology capabilities to improve the effectiveness of IT solution for disseminating information.

2. **Delivers effective and efficient business intelligence solutions to clients through direct use of software packages within the Ministry.**

    Activities:

    Analyzes, designs, constructs, and documents business intelligence solutions using tools such as Cognos Business Intelligence Suite tools and TM1 financial forecasting tool;

    Identifies and defines required data marts using modeling tools such as Visio, ERWin, and Power Designer;

    Collaborates with professional and technical staff and supplementary contract resources responsible for developing and constructing data marts and other information delivery mechanisms, including mentoring staff and transferring business and technical knowledge;

    Analyzes existing services and makes recommendations for improved approaches to enhance the accessibility of data by clients; and

    Ensures the Freedom of Information and Protection of Privacy Act is adhered to with respect to dissemination of information.

3. **Investigates and recommends new methods, processes, and trends relating to business intelligence.**

    Activities:

    Investigates new approaches, methodologies, and technologies to identify those with potential to provide enhanced information solutions within the Ministry;

    Recommends acquisition of software and technologies that will provide clients with enhanced and more efficient access to business information; and

    Participates in enterprise architectural activities to develop and maintain Ministry Business Intelligence architectural vision, architectural design and standards

Alberta

4. **Contributes and provides support to operation of Business Intelligence team, Information Services Branch, and Information and Technology Management Division.**

    Activities:

    Serves as resource for BI Senior Manager and team members in area of business intelligence;

    Represents Information Management Services on Ministry and cross-government working groups, committees, and initiatives as required;

    Provides support and input to development of policies and standards relating to data integrity, privacy, security, standards, sharing, repository, and retention; and

    Works with information technology standards committees within the Ministry to ensure integration and consistency of standards.

5. **Provides leadership to clients relating to their ability to be more productive through use of information technology and more self-sufficient in directly accessing and manipulating data to meet their information requirements.**

    Activities:

    Assists clients to develop and/or enhance their skills to levels required to achieve their objectives;

    Provides consultation, guidance, information, and publications relating to business intelligence and reporting to clients and stakeholders; and

    Promotes education and awareness of clients as to general concepts and responsibilities relating to effective information and data management.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The incumbent supports the development of reporting products that provide internal and external clients with convenient and efficient access to Ministry data contained in a variety of information systems, including the Corporate Data Warehouse. This position assists in identifying requirements for data marts, business catalogues, data models, multi-dimensional

Alberta

cubes and reports. In addition, the Senior Business Intelligence Analyst researches trends to provide clients with access to current methodologies and technologies relating to business intelligence.

This position is required to take a comprehensive view of data / information architecture and complex data relationships in the Ministry, and works closely with clients inside and outside of Alberta Education to identify business requirements and recommend solutions to their needs. The Senior Business Intelligence Analyst must develop a thorough understanding of Ministry business activities as this position is delegated the responsibility to work jointly with clients to carry out responsibilities.

In addition to participating in cross-functional and inter-divisional teams designed to provide efficient and effective client access to business information, this position represents Alberta Education on cross-government business intelligence and reporting projects. The Senior Business Intelligence Analyst provides input and ensures the requirements of the Ministry are communicated and understood. The position also represents Alberta Education when interacting with and providing advice to consultants, contractors, and vendors working on Ministry business intelligence projects.

This position exhibits leadership in the application of creativity and originality to all responsibilities. Specific examples include conceptualizing new and innovative approaches for providing information to clients through tailored data marts and value-added products such as jurisdiction profiles.

This position completes work within the parameters of established policies and processes of the Ministry and business units. Minimal direction is provided relating to the provision of ongoing services, with the position undertaking and recommending responsibilities on its own initiative. General direction is received at the beginning of significant projects, with objectives and time lines agreed to with the Project Manager and/or Team Leader.

Work is reviewed in terms of effectiveness, functionality, completeness, and timeliness of reporting products provided to clients. Information provided to clients is relied on for decision making and reporting, and ramifications of providing inaccurate or incomplete data are significant.

The Senior Business Intelligence Analyst works independently and is delegated the authority to prioritize resources and activities to ensure reporting requirements are fulfilled as completely as possible within time lines. Matters that fall outside the scope of the unit or involve significant impact on other functions or expenditures are referred to or discussed with the Team Leader, as are decisions that may impact large numbers of clients or the tools or methodologies used in the unit. Changes to policy and standards and significant concerns relating to the performance of staff resources are also discussed with the supervisor.

Alberta

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

The Senior Business Intelligence Analyst requires a detailed knowledge of:

Business intelligence strategy or framework

Business intelligence and reporting technologies and software, relational databases, and front-end query tools used in the Ministry (i.e. SQL-based query languages; Cognos Business Intelligence Suite; financial forecasting tool like TM1, Microsoft Windows; and Access)

Statistics and measurement concepts

Ministry and Government policies and standards relating to relevant information technology applications and security

relevant Acts and policies (i.e. Freedom of Information and Protection of Privacy Act, School Act, Alberta Learning Business Plan, confidentiality policies relating to the release of information)

Ministry business activities

data collected and stored in all Alberta Education information systems, including the Corporate Data Warehouse

data analysis and data modeling

The Senior Business Intelligence Analyst must have:

proficiencies in Cognos Business Intelligence Suite tools and SQL for data analysis

excellent analytical and problem solving skills

advanced technical skills to extract, analyze and format information

strong written and verbal communication skills

Alberta

excellent project management skills, including the ability to direct multiple projects and priorities in an increasingly complex environment

excellent consultation and interpersonal skills

demonstrated commitment to service excellence

strong organizational skills, including ability to prioritize responsibilities in a client focused environment

leadership skills

The Senior Business Intelligence Analyst must be able to:

translate technical lingoes into plain English

define requirements for business intelligence solutions

develop complex business intelligence solutions

lead and coordinate projects having a division or Ministry focus

provide consultation and advice to management and non-technical staff relating to solutions for business information requirements

manage and supervise internal and contracted staff

maintain current awareness of evolving methodologies, technologies, and tools for business intelligence and reporting

identify and promote new business intelligence and reporting applications of high potential value to Ministry

work independently as well as contribute within a team environment

demonstrate initiative and creativity relating to assigned responsibilities

Qualifications:

Degree related to Computer Science and at least four years of directly related experience in a Business Intelligence environment.

Equivalency: Two-year diploma related to computer technology and six years directly related experience or other equivalent combinations of relevant coursework and

Alberta

experience (i.e. one-year certificate from recognized post-secondary institution and seven years related experience).

Experience using relational databases and front-end query tools. Experience designing and developing business intelligence and reporting products to meet the information requirements of clients is a definite asset.

Contacts

(Main contacts of this position and the purpose of those contacts.)

N/A

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

N/A

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 512SA07

Identification Section

Working Title:	ITSM Support Analyst
Department:	Service Alberta
Division, Branch/Unit:	Technology Services
Reports To:	Technical Lead, Configuration Management
Levels to D.M.:	6
Job Description:	512SA07
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	512SA - Systems Analyst Level 2 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

This position assists in the development, implementation, administration and support of Information Technology Service Management (ITSM) applications. Assist with Project Management Services and technical support for ITSM applications including but not limited to the Service Desk, Asset Procurement and Network Services and assist with the definition of IT assets and products for the Enterprise of the Government of Alberta.

Comments on Evaluation

Knowledge:

Content:

E+: Position requires knowledge of the applicable mainframe, microcomputer operating system, systems management software, programming languages and various products supplied by Remedy that make up the Information Technology Service Management (ITSM) system. The position is considered a seasoned working level professional in providing a wide variety of expertise and know-how to project tasks on a number of different project teams. A good knowledge and understanding of the applications of the Remedy products as they relate to matching the internal processes of the ministry such as Service Desk, Asset Procurement, and Network Service is essential. The

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understanding and application of IT technical knowledge in a wide variety of situations supports the E+ rating evaluation.

Complexity and Diversity:

I: This position is required to understand, interpret, transfer, translate, and resolve customer, system, application, and procedure requirements or problems relating to ITSM products and services, resulting in improved process functionality. Performs regular maintenance and administrative functions to improve performance of the various systems. The position has a significant systems impact in the development, implementation and support of ITSM applications. The position must be able to quickly and effectively adapt to changes that impact the duties of the position.

Human Relations Skills:

2: The position is required to change behavior and opinions in addressing issues and resolving problems with team members and user groups. Provides technical expertise for a variety of project teams involved in assisting to provide project management services and technical support for ITSM applications.

Creativity/Problem Solving:

38%: Position works within a broad range of IT standards and guidelines and an existing system infrastructure. The position has the latitude to determine how the work is completed within guidelines, policies and objectives. The guidelines and standards provide the position with support in completing tasks. As a seasoned professional, the incumbent works at the highest level of operational thinking and is required to determine the appropriate solution. For example, the position performs On-Call rotational activity for ITSM, and regular Duty Analyst activities involving a number of monitoring points for User problems and issues. Position is beyond 33% because the solutions are not known.

Responsibility:

B: The work is balanced in both the development and implementation areas to assist with the definition and support of IT assets and products for the Enterprise of the Government of Alberta. On the development side, the position is involved with user groups and steering committees to help define project requirements and work with Team Leads to help build and design forms and workflow to fit the Information Technology Infrastructure Library standards. On the service delivery side, the position provides technical support, user testing, implementation, and support of the new Information Technology Service Management (ITSM) applications including the Service Desk, Asset Procurement and Network Services.

Last Reviewed: November, 2009

Alberta

Opted Out and Excluded Benchmark
Job Description - 512SA07

Identification Section

Working Title:	ITSM Support Analyst
Department:	Service Alberta
Division, Branch/Unit:	Technology Services
Reports To:	Technical Lead, Configuration Management
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Under the direction of the Technical Lead, Configuration Management, this position assists in the development, implementation, administration and support of Information Technology Service Management (ITSM) applications. Assist with Project Management Services and technical support for ITSM applications including but not limited to the Service Desk, Asset Procurement and Network Services and assist with the definition of IT assets and products for the Enterprise of the Government of Alberta.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provide Technical Support for ITSM applications.**

Activities:

Action request System – Core Application
(Note: These items follow through to all the ITSM related components and mentioned below)

Recommend changes or enhancements for the ITSM environment to the Team Lead or ITSM Team.

Perform regular Duty Analyst activities for ITSM. This involves a number of monitoring points with the greatest emphasis on monitoring for User problems or issues.

Perform On-Call rotational activity for ITSM.

Understand, interpret, transfer, translate, and resolve customer, system, application, and procedure requirements or problems relating to ITSM products and services, resulting in improved process functionality.

Perform regular maintenance and administrative functions to improve performance of the various systems.

Follow administrative standards as set out by the Team Lead or agreed upon by the ITSM Team.

Follow change management procedures for ITSM for any application, environment and enhancement changes, and implement approved changes as assigned.

Provide technical assistance, training, guidance and mentoring for less experienced analysts.

Create and/or maintain any current documentation for new and existing systems as required.

Participate in evaluating, selecting and testing new hardware, software, license and/or maintenance.

On occasion, be available for work during non-regular work hours due to special projects or pre-scheduled block-time work.

Web development and support for Internet based (Mid Tier) accesses to the ITSM application

Develop and maintain ITSM internet access views.

Recommend changes or enhancements for the ITSM environment for the Team Lead or ITSM Team.

Participate in ITSM web testing, conduct and track User Acceptance Testing (UAT) of new or changed ITSM Web applications.

Use Web development tools as needed (i.e. Dreamweaver and Fireworks).

Provide training to ITSM Mid Tier Web Users as required.

Active Directory Integration Support

Ensure that Active Directory Integration access is operational and all connections to the Active Directory Services within the GOA Environment work with other GOA support staff to resolve any problems or issues.

Service Level Agreement (SLA) development and support

Develop and maintain SLA processes with ITSM as required.

Interpret the SLA rules and be able to translate that into a working Service Level Management (SLM) process within ITSM.

ITSM Reporting development and support

Interpret the reporting requirements that come in through various methods from all levels of clients and users. Have the ability to translate that into an accurate and professional report.

Maintain any existing reports as required.

Adhere to the reporting standards as set by the Team Lead or agreed upon by the ITSM Team.

Create and maintain Configuration Management Database (CMDB) Reporting.

Configuration Management development and support

Staff members might each be responsible for managing configuration management tasks for specific areas.

Update the CMDB with new Configuration Items (CI) Information and status information.

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Control access to and distribution of documents from document repositories.

Make changes to the CMDB structure.

Perform baselines as required.

Conduct audits and reconcile the CMDB.

Assist the service desk, incident management, and problem management in using the CMDB.

2. **Provide soft skill support.**

Activities:

Work independently as well as a member of the ITSM team.

Clear and concise communication abilities. Have the ability to discuss with clients the requirements and/or issues and be able to action that into resolution, following up with client satisfaction.

Ability to mentor or help junior analyst with problem solving or technical issues.

Identify, organize, prioritize and schedule individual tasks. Ensure that any individual tasks stay within the timelines when involved on any projects.

Participate in the implementation of Business Plans, goals, objectives, strategies and targets.

Help improve Service Alberta service and enhance customer relationships.

Deal effectively with conflict and problem resolution.

Work with consultants, vendors and support groups.

3. **Assist with Project Management Services.**

Activities:

Work with Project Leaders to accomplish tasks in a timely manner.

Work with user groups and steering committees to help define project requirements.

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Work with Team Leads to help build and design forms and workflow to fit Information Technology Infrastructure Library (ITIL) Standards.

Represent Ministry and the ITSM team on all integration projects as required.

Assist Team Lead with all phases of the project.

4.   **Provide Regional Service Centre Support.**

Activities:

Continue to provide some technical and maintenance support for the IT disciplines that provide Service Alberta support to a number of GOA Ministries.

Provide maintenance or minor enhancement support for local database applications previously developed in Visual Fox Pro.

Continue to provide mentorship and support to the junior analyst taking over duties in the area of Reporting services. This is to ensure all levels of management receive the appropriate and accurate data.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Information Technology Service Management (ITSM) is an in-house application built using various Remedy Corporation products to match the internal processes of Service Alberta with the ability to track all IT related processes within different responsibility areas (Service Desk, Asset Procurement, Network Service and GOA Support Teams). This application is currently being exercised for a GOA deployment. It is anticipated that the use of this application will increase over the next several years. The ITSM Support Analyst must be knowledgeable of all languages and tools required to support ITSM. Creativity is required when working on tasks and/or processes that have never been done.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual

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skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Degree or diploma in Information Technology and related experience.

Knowledge of applicable mainframe, microcomputer operating system , systems management software, programming languages and various products supplied by Remedy that make up ITSM.

Ability to investigate, identify and solve problems quickly and efficiently.

Strong technical and analytical skills.

Strong understanding of Web design, coding and practices.

Strong understanding of reporting practices and methodologies.

Conceptual knowledge of databases and the tools required in order to view this data.

Understand ADS (Active Directory Service) and the Remedy customized AREA Product using these services.

Ability to organize the implementation and maintenance of ITSM applications, systems and processes.

Keep informed of "Best Practices" and trends in the areas that affect ITSM.

Systems design, programming, system implementation and documentation skills.

Ability to work as a member of a team.

Self-reliance and capability for independent work.

Good written and verbal communication and interpersonal skills.

Strong client focus.

Good meeting skills.

Ability to work with constraints of deadlines.

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Contacts

(Main contacts of this position and the purpose of those contacts.)

Technical Team members – exchange information, discuss issues, resolve problems, and develop recommendations.

User Groups – exchange of information.

Procurement Teams for the Enterprise, shared service support teams, client ministry asset managers – discuss aligning of product and operational catalogue to ensure standard naming of products and services and to synchronize configuration management processes.

ITSM Team Lead & Project manager – exchanging information for clarifying configuration management direction.

ITSM Manager – identifying risks and issues with regards to asset and configuration processes.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No direct supervision is involved in this position.

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 512SA09

Identification Section

Working Title:	Ropin' The Web Systems Analyst
Department:	Agriculture and Forestry
Division, Branch/Unit:	Information Management Division
Reports To:	Director, Information Management
Levels to D.M.:	3
Job Description:	512SA09
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	512SA - Systems Analyst Level 2 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

B 87

TOTAL JOB POINTS

404

Comments on Role

This Systems Analyst position delivers technical analysis in the development, implementation, support, maintenance and modification of applications that comprise the Alberta Agriculture and Rural Development's (ARD) internet website and intranet applications that support the website. This is a key position in ensuring that Ropin' the Web, ARD's website and all of the applications that support the website as well as applications and decision-making tools housed within the webiste are functioning properly. In addition, this position researches and evaluates new products or tools, and applies new technical functionality to enhance the website usability.

Comments on Evaluation

Knowledge:

Content:

E+: This position requires a breadth of technical knowledge in application development and programming methodology that can be acquired through completion of a post-secondary degree program in Computing Science. The push on the "E" results from

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Classification: Public

the specialized application of this technical knowledge within a web based environment. Position requires a depth of knowledge of web applications, web architecture and programming languages (Java, JSP), and must also have a solid understanding of servers, databases and middleware.

Complexity and Diversity:

I: This position works in conjunction with a web services team to ensure the department's website is functional for its users (both internal and external). The Systems Analyst must have a good understanding of how the work, to enhance and maintain the website, relates to and impacts the users and clients.

Human Relations Skills:

2: Position requires strong communication skills in working with business areas to identify their needs in terms of the website functionality. Position must be able to speak both to technical and non-technical people. The position also represents the Information Management Division on the department's Information Technology Change Advisory Board, where discussions take place regarding service disruptions to applications and the website.

Creativity/Problem Solving:

38%: The position is responsible for keeping the department's website and web applications up to date within a constantly evolving web technology environment. The position will monitor error logs, diagnose issues and provide solutions and fixes to those problems to ensure the least amount of service disruption to clients. Position will be responsible for researching new web technology, tools and applications, and modernizing the web functionality, which requires creativity and application of knowledge of the business area needs. The position is given latitude and authority to make decisions on application changes and fixes.

Responsibility:

B: The Systems Analyst position is a balance between application development activities, and with client consultation. The position is very much hands on in the application changes and development, but also involves client contact to facilitate changes, modifications and development of new applications and web functionalities.

Last Reviewed:

Last Review / Update: 2016-03-11

Alberta

Opted Out and Excluded Benchmark
Job Description - 512SA09

Identification Section

Working Title:	Ropin' The Web Systems Analyst
Department:	Agriculture and Forestry
Division, Branch/Unit:	Information Management Division
Reports To:	Director, Information Management
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Director of Information Management, this Systems Analyst position delivers technical analysis that includes development, implementation, support, maintenance and modification of applications that comprise the Alberta Agriculture and Rural Development (ARD) internet website and intranet applications that support the website, as well as related websites supported by the department.

This includes development, enhancement and support of thirty-five (35) plus applications (184,000 lines of code) used by ARD's public website that employ IBM websphere and IBM DB2 for managing web content and decision support tools. Liases with Application Service Providers to ensure seamless integration of hosted applications within Ropin' the Web site.

The Systems Analyst works with contractors employed by the division and other analysts within Information Management Division and Information Technology Services Division.

Responsibilities and Activities

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(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Oversees development and maintenance and enhancement of Websphere applications that serve content on website (RTW) and provide decision making information: (70%)**

    Documents business system and user needs, including workflow, program functions and procedures to develop and modify computer programs.

    Refactor code as required to accommodate new functionality and improve code maintainability - create coding efficiencies to reduce the amount of manual changes required on an ongoing basis. E.g. ARD's Publications Sales site has been updated/modernized to include a "shopping cart" functionality similar to that of Amazon.com in order to allow customers to purchase publications online and track order status.

    Ensures changes to applications are developed, tested and implemented in an effective and well-controlled manner.

    Prepares test plans and quality assurance/testing activities related to the website.

    Participates in post-implementation reviews.

2. **Identify and evaluate information technology alternatives to improve the usability and accessibility of information and applications employed on websites: (20%)**

    Stays current with latest trends (i.e. web 2.0, HTML 5, etc.) and technology developments, including research and attending conferences and workshops.

    Manages and maintains the Google Search Appliance (including webserver) and modify search functions for different pages. Apply new functionality developed for Google maps and search appliance to enhance user's access to departmental information.

    Extends website to employ web-based opportunities to integrate audio and video content into website.

    Participates with product testing, evaluations and recommendations. Position will research and evaluate new methods, identifying the product capabilities/functionalities, costs, service/maintenance requirements, and develop a business case to be reviewed by the Director.

3. **Troubleshoot and resolve problems: (10%)**

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Diagnoses problems and provides solutions, implementing fixes and enhancements.

Monitors error logs and takes necessary steps to correct user interaction problems (duplicate the error to determine if it is a repeatable error, fix the code, and respond back to the user who identified the error).

Following Change Management processes within the IT Environment, this position will have to utilize the Change Request System (CRS) to request fixes to applications. Position has authority to approve change requests that have been initiated by this position or by other web services staff.

Works with contractors and IMTS staff to resolve problems – position may assign certain tasks that have been approved through CRS, based on the type of change/fix required and the analyst's experience/skillset.

4. **External Product Upgrades**

Upgrades to Webtrends Web Analytics - position is responsible for coordinating the upgrade of this middleware product. Coordinating the upgrade of this product will include attending regular Change Advisory Board (CAB) meetings, creating Request for Change (RfC) forms and planning with IT.

Definition of Middleware: Middleware is computersoftware that connects software components or some people and their applications. The software consists of a set of services that allows multiple processes running on one or more machines to interact. This technology evolved to provide for interoperability in support of the move to coherent distributed architectures, which are most often used to support and simplify complex distributed applications. It includes web servers, application servers, and similar tools that support application development and delivery. Middleware is especially integral to modern information technology based on XML, SOAP, Web services, and service-oriented architecture. Middleware sits "in the middle" between application software that may be working on different operating systems. It is similar to the middle layer of a three-tier single system architecture, except that it is stretched across multiple systems or applications. Examples include EAI software, telecommunications software, transaction monitors, and messaging-and-queueing software.

Upgrades/patches to Google Search Appliance – receives the patches (the fix to a known system problem and/or to upgrade the current functionality provided by the product owner - Google) through online downloads, the Systems Analyst will determines if the specific patch level is required – based on analysis of whether the known problems actually exist within the ARD environment. If the Systems Analyst determines that this is a patch that is required, will have to takes forward to IT Change Advisory Board (CAB) meetings to advise of required patches and provide input into the scheduling of the patch upgrades (this will involve server

outages in order to install the upgrades or patches). Once the patch has been installed, the Systems Analyst will be required to configure the upgrade within our system requirements.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Impacts the public's access to ministry's information and the entire department's (~1100 employees) ability to create and manage information intended for use by the public. The services that this position is responsible for are critical for providing web-based access to information and services to employees and ARD's external clients.

Manage multiple on-going projects.

Review and approve deliverables, work plans, acceptance testing and implementation plans.

Works with Technical Support Analysts in ITS and contractors focused on the maintenance and ongoing support of website.

Works independently with minimum supervision, applies discretion when making decisions. Considerable latitude is afforded to the position when making decisions, recommendations, planning, initiating and completing work.

Is resourceful in efforts to effectively maintain applications performance and availability.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Specific technical knowledge requirements within the scope of this position:

Completion of a related post secondary degree (BSc. Computing Science).

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Depth of Knowledge of programming methodologies (i.e. MVC - model view controller methodology).

IBM Websphere, IBM DB2, IBM Rational Application Developer/Eclipse (Java), Crystal Reports, and J-Free Chart.

Webtrends Analytical Tool.

JSP/Java programming languages.

Google Search Appliance and Google Maps.

Web-based audio and video applications.

HTML and CSS.

XML parsing.

Skills & Abilities:

Requires a skilled resource that can work with large degree of independence.

Requires extensive use of analytical, planning, organizational, evaluation and problem solving skills.

Possesses a clear understanding of the processes involved in application development, maintenance and support.

Ability to independently and quickly detect and repair problems with application is paramount to this position.

Ability to create and deploy applications in Websphere.

Able to adjust plans, assignments and schedules as required based on changing priorities.

Knowledge to connect and retrieve data from relational and non-relational databases.

Experience in working with customers in a support capacity.

Strong interpersonal skills.

Ability to communicate technical and complex information both orally and in writing.

Alberta

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position requires interaction with end users' applications within RTW, business owners of applications throughout the department, ITS analysts, vendors, and industry peers. With staff the need is to understand application development requirements and undertake maintenance and enhancement work as required. Position must be able to communicate effectively with Information Management Division and Information Technology Services staff and stay up-to-date with industry trends and products with vendors and industry colleagues. Position represents the division at IT Services Change Advisory Board meetings, where discussions take place about all current and ongoing changes/fixes that require server outages or service disruptions. Position may also refer certain requests to ITS if a new web application requires a database to be built. The PUR will provide the Database Administrator the script for the tables to allow them to develop and populate the database.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Systems Analyst 2, Lotus Notes/Domino Developer (contract position)

Other contracted Systems Analyst positions

Last Review / Update: 2016-03-11

Alberta

Opted out and Excluded
Benchmark Evaluation - 512SA04

Identification Section

Working Title:	Network Analyst
Department:	Service Alberta
Division, Branch/Unit:	Technology Services, Service Provisioning
Reports To:	Team Lead, Field Operations
Levels to D.M.:	5
Job Description:	512SA04
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	512SA - Systems Analyst Level 2 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

38% 87

Responsibility

C1 76

TOTAL JOB POINTS

393

Comments on Role

Reporting to senior technical Field Network Operations members or to the Manager (depending on the complexity of the assignment) the Network Analyst is responsible for the full support of all data network services across multiple government ministries and data networks from projects to operations. Primary responsibilities include the oversight of all network related activities (monitoring of network performance, analysis, and resolution of problems, the installation and upgrading of network hardware and software.

Comments on Evaluation

Knowledge:

Content:

> **E+:** Position possesses an in-depth understanding and expertise of government wide network access such as applications, servers and printers. With the technology changes that occur frequently as well as with the changing IT environment, the position is required to adapt and re-learn technology and relay the new technology to

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stakeholders quickly and efficiently. This position is a technical and complex position that deals with many different and varying situations that require the use of a thorough and in-depth knowledge base. An F position possesses a deeper breadth and scope of knowledge and uses this extra know-how to lead initiatives and provide senior expertise to stakeholders and co-workers.

Complexity and Diversity:

I: The work impacts all of the government IT service users and the general public accessing the information. These services include the entire life cycle of the service from a development to maintenance and operation of LAN and WAN networks to ensure timely, reliable and cost effective network services to client departments. The position is responsible for troubleshooting and makes recommendations to network configurations to meet changing ministry requirements. Implementation of senior analyst designs and resolution of network problems to ensure uninterrupted provision of network services is the core function of the position.

Human Relations Skills:

2: The position is continuously interpreting technical data for stakeholder use. For example, the position implements SNA communication installs and configures ancillary network products, resolve problems through troubleshooting efforts, make recommendations on applicability of new products and maintain hardware associated with the server network. All of these tasks required the position to interpret highly technical data. Stakeholders are the users of the servers and networks and rely on the position for guidance and work completion. The position is beyond HR Skills 1 in that it is required to influence and provide interpretations to clients.

Creativity/Problem Solving:

38%: The position works within Information Management Technology standards and guidelines and existing system infrastructure. The position has the latitude to determine how the work is completed but these guidelines must be adhered to during the work process. The position is required to complete the 'how' component in situations where there is not a ready access to support, however the solution must adhere to the IMT standards and guidelines. The position participates in trouble-shooting exercises that aim at providing stakeholders and with alternative courses of action to resolve issues and challenges. For example, the position coordinates problem resolution of network related aspects, determines and trouble-shoots the various initiatives and conducts research to identify suitable products. Position is beyond 33% as the solutions are unknown.

Responsibility:

C1: The position focuses on providing indirect support to stakeholders relating to the government wide networks. It appears that these tasks are service delivery because they complete tasks as required. However each task is completed for the purpose of allowing the stakeholders to complete

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work more efficiently, quickly and accurately. For example, the position installs, configures and maintains the network software products to ensure their effectiveness from the end-user point of view. The position conducts research assignments that identify suitable products to enhance the work completed by the stakeholders.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Opted Out and Excluded Benchmark
Job Description - 512SA04

Identification Section

Working Title: Network Analyst

Department: Service Alberta

Division, Branch/Unit: Technology Services, Service Provisioning

Reports To: Team Lead, Field Operations

Levels to D.M.:   5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to senior technical Field Network Operations members or to the Manager (depending on the complexity of the assignment) the Network Analyst is responsible for the full support of all data network services across multiple government ministries and data networks from projects to operations. These services include the entire life cycle of the service from a development to maintenance and operation of LAN and WAN networks to ensure timely, reliable and cost effective network services to client departments. The position is responsible for troubleshooting and makes recommendations to network configurations to meet changing ministry requirements. Implementation of senior analyst designs and resolution of network problems to ensure uninterrupted provision of network services is the core function of the position. The work is performed within terms of reference provided by established policies and standards, department and unit business plans, and the specifications and standards for the various network products. Primary responsibilities include the oversight of all network related activities (monitoring of network performance, analysis, and resolution of problems, the installation and upgrading of network hardware and software.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Daily Network Operations**

   Activities:

   Ensures the uninterrupted flow of LAN and WAN data communication networks by monitoring operations and resolving problems to ensure timely, reliable and cost effective network services to client departments.

   Reviews the performance of routers and switches as required to ensure that these are functioning as designed.

   Develops configurations and provisioning for new or changing department requirements (e.g. redesign and reconfiguring network to meet new security access requirements), working with the senior network analyst on design changes, as necessary.

   Reviews router operating systems software (CISCO) and hardware to ensure that the system has the capacity and memory to handle new requirements (e.g. IMAGIS modules).

   Analyzes technical/operational problems to identify whether internal (Service Alberta) or external (appropriate service provider (e.g. Telus)) resources are required for issue resolution.

   Implements network technology solutions to meet new and changing department requirements (e.g. new security access requirements).

   Evaluates and reports on network utilization / availability to client departments to support provision of network service agreements.

   Maintains high level of technical expertise by being aware of new and changing technology.

2. **Change Management**

   Activities:

   Reviews network changes to ensure minimum impact on implementation and maintains accurate and up-to-date system documentation.

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Evaluates reports on network utilization/availability to ensure client departments to support service agreements.

Monitors hardware and software changes to ensure continued network availability.

Works with senior analysts in evaluating new technologies.

3. **Interaction**

Activities:

Assist in training new staff to maintain consistency in troubleshooting procedures and ensure familiarity with new technology processes.

Serves as a resource to support staff and Ministries on all network related technologies.

4. **Projects**

Activities:

Participates on design teams to provide Subject Matter Expertise.

Design network solutions that are compliant with Service Alberta Enterprise Services architecture guidelines, security directives, senior analyst directives and industry best practices.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Responsible for supporting networks outside of the core infrastructure within the Neil Crawford Center data center. This includes all network services across the province (approximately 1,750 devices in more than 650 locations). This includes approximately 17,000 users across multiple Ministries. Many of these services require 7/24 support for critical systems such as SRD/Environment's Fires and Floods services, and Justice/SOLGPS correctional facilities and police services.

Problem solving takes place in a dynamic environment of changing client requirements and changing technology (vendor's supply new versions within a 6-12 month cycle). Creativity in developing solutions is critical for remote sites such as visitor/tourism centers, historical

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buildings, portable fire camps, ranger stations, nature observation stations (Tourism Parks & Recreation) with a wide variety of disparate equipment, conditions and funding resources.

Problem resolution requires knowledge of various technologies from multiple manufacturers associated with the operation of the network as well as related technologies and the interactions/interrelationships of the various system components/layers. For example, knowledge of Windows operating systems, server/desktop hardware and related applications is critical to ensure end-user services are operating correctly over the network.

Evaluation of products and enhancement requires basic understanding of Ministry applications and other system components to assess how well the product will meet needs within the government systems environment. This often involves interaction with technical support staff within the department including Client Support and Operations Support groups, with product vendors (internal and external resources).

Network changes impact most services offered by Service Alberta and require extensive coordination with other technical support areas within the department and with client departments.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Degree in a related information technology discipline and several years related experience, or equivalent combination of education and experience.

In-depth Knowledge of ministry business requirements and procedures.

Knowledge of Service Alberta mandate, policies and procedures.

Knowledge on Industry Best practices, foundational knowledge of ITIL and COBIT are desirable.

Knowledge of Network Media, Technical and Logical information, hardware capacity for all components in the network (e.g. Nortel WAN switches (Passport and DPN series) CISCO projects LAN/WAN routers and switches).

Alberta

Knowledge on network products to maintain/design router/switch networks (multiple vendors including CISCO, Nortel, Dell, Juniper, Borderware, 3Com).

Understanding of Microsoft Networking Systems to ensure compatibility with router design (e.g. DOS, WINDOWS NT/2000/XP/Vista Workstation and Server).

Knowledge of Network Management Systems and the projects and tools used to maintain and provision them (e.g. Net View, Cisco View, Network Scanners, Network Sniffers, NOS {Network Operating Systems}).

Knowledge of IP {Internet Protocol} and the various protocols encapsulated by it (e.g. TCP, UDP, ICMP, ARP) as well as the ports/sockets used by each of the various protocols (e.g. TCP: SNMP, Telnet, FTP, SMTP, NetBIOS Datagrams).

Knowledge of application services (databases, Email, etc.) and the capacity for all components in the network infrastructure.

Problem and Change Tracking Systems integration into network databases (e.g. ITSM 7).

Analytical/diagnostic skills to identify problem source and to develop network solutions to meet new and changing requirements.

Contacts

(Main contacts of this position and the purpose of those contacts.)

SA – Network Teams – Consultation on Network Projects (Network Integration & Development, Data Network Operations).

SA – Service Delivery Managers – Project and Support issues and communications (ICT Service Delivery & Support).

SA – Management - Project and Support issues and communications.

Ministry – Technical Reps – Consultation on projects and issues.

External Contractors – Support , Services.

Internal Contractors – Support , Services.

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Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

Various contractors, as required.

Last Review / Update: 2015-02-06

Alberta

Opted out and Excluded
Benchmark Evaluation - 512SA08

Identification Section

Working Title: Project Technical Analyst
Department: Service Alberta
Division, Branch/Unit: Enterprise Services, Enterprise Infrastructure Projects
Reports To: Team Lead, GoA Domain Planning and Development
Levels to D.M.: 6
Job Description: 512SA08
MRS: See the Minimum Recruitment Standards for Systems Analyst
Job Code: 512SA - Systems Analyst Level 2
(See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

E+I2 230

Creativity/Problem Solving

33% 76

Responsibility

B 76

TOTAL JOB POINTS

382

Comments on Role

This position provides leadership, technical analysis, implementation and decision making in support of GOA domain integration and operational projects. There are several projects underway that will require at least 2-3 years integrating Ministry IT infrastructure environments into a shared, common environment known as the GOA domain. This position will provide diverse technical expertise in all aspects of these projects and is critical in the success of Service Alberta's business goals in achieving an efficient IT infrastructure across Government.

Comments on Evaluation

Knowledge:

Content:

E+: Position possesses an in-depth understanding and technical expertise to provide leadership, technical analysis, implementation and decision making in support of GOA domain integration and operational projects. The position is considered a seasoned working level professional in providing a wide variety of expertise and know-how to project tasks on a number of different project teams. The understanding

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and application of IT technical knowledge in a wide variety of situations supports the E+ rating evaluation.

Complexity and Diversity:

I: The complexity of the position lies in the ability to work as a technical expert on a number of different project teams to provide input and support in a wide variety of situations including designing new solutions, providing information to operational teams, providing technical solutions, and work with senior staff in Post Implementation Reviews.

Human Relations Skills:

2: The position is required to initiate and maintain communications between operational teams, project teams and end-users required to change behavior and opinions in addressing issues with Contractors and Project Managers. Provides technical expertise for a variety of project teams involved in integrating Ministry IT infrastructure environments into a shared, common environment known as the GOA domain. These responsibilities are beyond the HR Skills 1 level.

Creativity/Problem Solving:

33%: The position works under a senior level position and/or is part of different technical teams working in a variety of environments. Different projects require the use of appropriate technical expertise and position is responsible for addressing issues that occur during the implementation of a project. For example if during the implementation of an IT project there are problems with an individual's desktop, the position is responsible for trouble-shooting the problem, determining the impact of the solution, determining if the issue is wide spread and if so escalating to the appropriate level for their attention. The availability of senior level assistance and expertise from other team members does not fit well into being rated at the 38% level. It is beyond 29% because the position is required to determine the appropriate solution in a variety of environments.

Responsibility:

B: The work focuses on providing a combination of support and consultation to project teams and clients. Technical expertise is needed to assist in developing the deliverables that can be implemented to integrate Ministry IT infrastructure environments into a shared common IT environment. Position works with end-users to facilitate the progress of implementation and provide information and assistance as needed.

Last Reviewed: November, 2009

Alberta

Opted Out and Excluded Benchmark
Job Description - 512SA08

Identification Section

Working Title:	Project Technical Analyst
Department:	Service Alberta
Division, Branch/Unit:	Enterprise Services, Enterprise Infrastructure Projects
Reports To:	Team Lead, GoA Domain Planning and Development
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The purpose of this position is to provide leadership, technical analysis, implementation and decision making in support of GOA domain integration and operational projects. There are several projects underway that will require at least 2-3 years integrating Ministry IT infrastructure environments into a shared, common environment known as the GOA domain. This position will provide diverse technical expertise in all aspects of these projects and is critical in the success of Service Alberta's business goals in achieving an efficient IT infrastructure across Government.

Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Work within a project team environment to deliver project objectives.**

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Activities:

Provide technical assistance for temporary project teams consisting of contractors and long-term employees.

Provide technical solutions for issues related to information technology projects raised by project managers.

2. **Provide technical expertise for a variety of project teams**.

Activities:

Maintain current technical knowledge of desktop hardware and GOA domain rollout processes.

Maintain technical skills related to information technology by using self-study, classroom and on the job training techniques as required and recommended by supervisor.

Maintain a good knowledge of project structure and processes to apply to any technical team as assigned.

3. **Initiate and maintain communications between operational teams, project teams and end-users.**

Activities:

Provide information to operational teams on schedules and deadlines to assist them in setting priorities between project tasks and operational tasks.

Provide end-users with information on the progress of the project and contact information as required.

Provide technical solution papers to a wide variety of clients, who include operational teams, management, senior management and CIOs.

4. **Work with senior technical analysts to improve processes and provide input into technical solutions.**

Activities:

Work with senior technical analysts in designing new solutions and improving existing technology solutions.

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Look for opportunities and issues that can be communicated to a supervisor or senior staff to improve operational or project processes.

Work with senior staff in Post Implementation Reviews to analyze and recommend improvements on subsequent projects.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The incumbent must work within a wide variety of environments, working with several ministries on several different technical teams. Each technical team will have their own set of technical knowledge and process requirements as it relates to the information technology environment and the incumbent may be moved from team to team every few months. The incumbent must be flexible and knowledgeable of several technical areas as well as project, operational and government processes. Creativity will be crucial in developing improvements in the project processes. The incumbent will have increased responsibility in providing guidance to several technical teams and making decisions that will affect the overall success for each project.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

Provide technical expertise dedicated to integration and operational projects including:

Desktop Deployment – knowledge of the GOA domain desktop rollout process, hardware (PC, printer, peripherals) and software (operating systems, Windows compatible software). Extensive knowledge of troubleshooting both hardware, peripheral and software problems is critical to this role.

Domain Administration – knowledge of Microsoft Active Directory Services and Service Alberta operational processes.

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E-mail – Microsoft Exchange knowledge – client components and general understanding of Exchange services in the GOA domain environment.

File and print services – understanding of NTFS permissions, shares, print queues and 3rd party management and migration tools.

Application virtualization systems – knowledge of Microsoft System Center and SoftGrid Application Virtualization tools.

SMS packaging – scripting tools and general understanding of Microsoft's Systems Management Server tools.

Project processes and reporting skills.

Leadership skills – leading a technical project, providing guidance and using decision making skills.

Communication skills – excellent written and verbal communication with operational teams, project teams and clients.

Customer focus and customer service skills.

Process oriented.

Ability to manage multiple tasks with varying priorities and stakeholders.

Degree in Information Technology with several years related experience or equivalent combination of education and experience.

Knowledge of Remedy/eMPAC and other associated support/service tools.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Contractors and Project Managers - Provide technical assistance and solutions for issues raised.

Senior Technical Analysts – Discuss and provide input into improved processes.

Clients – Provide and exchange information.

Alberta

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

No direct supervision is required in this position.

Last Review / Update: 2015-02-06

Opted out and Excluded
Benchmark Evaluation - 511SA07

Identification Section

Working Title:	GoA Domain Administrator
Department:	Service Alberta
Division, Branch/Unit:	Technology Services, Service Provisioning
Reports To:	Team Lead, Domain Administration (SA 3)
Levels to D.M.:	6
Job Description:	511SA07
MRS:	See the Minimum Recruitment Standards for Systems Analyst
Job Code:	511SA - Systems Analyst Level 1 (See Opted out and excluded pay plans and salary ranges, Schedule 1, Part 2-A)

Evaluation

Knowledge

EI2 200

Creativity/Problem Solving

33% 66

Responsibility

B 66

TOTAL JOB POINTS

332

Comments on Role

The GOA Domain Administrator reports to the Team Lead of the Domain Administration Team, and provides corporate domain administration support, including quality control services, to the Government of Alberta in accordance with the Shared ICT Infrastructure Blueprint, Change Management, Production Control Management, Network/E-mail Administration Policies & Procedures, Branch Operational Policies and Service Level Agreements, in order that GOA network security is maintained. Position will maintain and ensure the security of the centralized/shared network resources, as well as to protect the accessibility, privacy and confidentiality of Ministry specific/unique network resources and information and will provide and maintain user access to the Government of Alberta centralized/shared network environment. This includes all network resources such as applications, email services, Citrix remote access, shared data, printers, etc.

Comments on Evaluation

Knowledge:

Content:

Alberta

Classification: Public

E: Position possesses an in-depth and well-rounded understanding of technical programs required to facilitate the access to the centralized and shared network resources. Work is performed within well defined processes, policies and guidelines with assistance readily available from more senior levels in situations that are outside of the norm. The position must be able to interpret and apply GoA architectural standards to action requests in any of the domains. Provide technical support to the Application Developer teams to setup web and network application access security, for the various applications that reside in the GOA or EXTERN domains. Provide technical support to all Shared ICT Operations technical teams when required (applications, servers, file/print services, client technology, etc).Work with other technical teams to design, implement and support new technologies. The position is not considered an E + because it does not possess an equivalent level of breadth and depth of knowledge found an E+ position, as well the tasks performed do not require leadership, coordination or senior level technical expertise.

Complexity and Diversity:

I: The position has a relatively significant impact on the GoA as the work impacts an individual's or group of individuals' ability to access the systems required to perform their work. Most of the work performed by this position (requests and projects) are not routine day-to-day operational tasks and must be analyzed to ensure that the solution(s) provided are within the Domain Admin framework with the purpose to maintain the integrity and stability of the shared environment. The work is complex and requires IT professional knowledge to be able to determine the linkages between objects within the domains, determine how the architectural standards are to be interpreted and determine appropriate solutions.

Human Relations Skills:

2: The work focuses on providing technical support to stakeholders. This requires the position to interpret technical information/data for stakeholders. The focus of this work is performing technical requests and ensuring that stakeholders understand the impact and process of requests that may fall outside of the norm.

Creativity/Problem Solving:

33%: The position fits under the 33 % profile because in the majority of the work, the problems and solutions are both known and is guided by well defined parameters. The position will generally determine how best to achieve the objectives, however there is limited latitude for creativity as the requests must be completed with a high degree of accuracy and within timelines set by the Service Level Agreements. Modifications or changes to standards or guidelines are reviewed and approved by the Team Lead.

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Responsibility:

B: The work focuses on providing support and consultation to stakeholders. The support is in providing the appropriate supports for technical issues with access to various domains and systems. The consultation will be in addressing requests from stakeholders that fall outside of standard and policy, by providing other alternatives or referring them to the appropriate level to be addressed.

Last Reviewed: November, 2009

Last Review / Update: 2015-02-06

Alberta

Opted Out and Excluded Benchmark
Job Description - 511SA07

Identification Section

Working Title:	GoA Domain Administrator
Department:	Service Alberta
Division, Branch/Unit:	Technology Services, Service Provisioning
Reports To:	Team Lead, Domain Administration (SA 3)
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The GOA Domain Administrator reports to the Team Lead of the Domain Administration Team, and provides corporate domain administration support, including quality control services, to the Government of Alberta in accordance with the Shared ICT Infrastructure Blueprint, Change Management, Production Control Management, Network/E-mail Administration Policies & Procedures, Branch Operational Policies and Service Level Agreements, in order that GOA network security is maintained as follows:

Maintain and ensure the security of the centralized/shared network resources, as well as to protect the accessibility, privacy and confidentiality of Ministry specific/unique network resources and information.

Provide and maintain user access to the Government of Alberta centralized/shared network environment. This includes all network resources such as applications, email services, Citrix remote access, shared data, printers, etc.

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Responsibilities and Activities

(Each end-result/responsibility shows what the job is accountable for, within what framework and what the added value is.)

1. **Provide corporate domain administration support to the Government of Alberta to maintain the centralized/shared network domain (GOA)**

   Activities:

   Setup and maintain access security for the Citrix Applications.

   Setup and maintain GOA and EXTERN Domain server and terminal services access for technical support teams.

   Provide technical support to the Application Developer teams to setup web and network application access security, for the various applications that reside in the GOA or EXTERN domains.

   Provide technical support to all Shared ICT Operations technical teams when required (applications, servers, file/print services, client technology, etc).

   Work with other technical teams to design, implement and support new technologies.

   Provide technical guidance and/or leadership on domain administrative related projects, such as Ministry restructuring as the result of an election. Create task lists and coordinate timelines.

   Provide weekly/monthly domain administration duty services to monitor the Domain Admin Remedy queue and the Duty Domain Admin email address. Analyze and respond to all inquiries, problems and requests. Create Remedy cases/tasks/incidents as required and assign to appropriate teams/team members.

   Provide assistance to the Service Desk(s) and Worksite Support Teams to trouble-shoot user access and permission problems.

   Create and maintain scripts used by the Security Administration Team to perform daily routine tasks.

   Analyze unusual non-routine requests for user access or security requirements. Obtain technical expertise from other Technical Teams as needed.

Alberta

Keep the Security Administration Team Lead informed of non-standard requests or requirements. Obtain Team Lead assistance as required.

Participate and/or provide leadership in various domain administrative related projects.

Generate various ad hoc reports on Active Directory objects (users, groups, OUs, etc.) or on server security permissions as required.

Provide file copy/move services for moving or organizing large amounts of data across domains and servers. Maintain and implement standard organization and security access practices.

Attend weekly and monthly meetings on a rotation with team members, such as the MailConnect Contact Meeting and the weekly Change Management meeting. Attend, chair meetings and take minutes when required.

Provide domain administration services as required for the various domains in the environment (GOA, GOAT, EXTERN, EXTERNT). This includes create/maintain/delete/support user and group objects, set up of security permissions, and email administration. Provide technical assistance to the Ministry Administrators, with difficult tasks or heavy workload. Provide backup to the other Security Administration Team members, when they are absent.

Log all work activity in Remedy ITSM. Updates must be made timely and accurately in order that statistical information can be collected for team performance reports.

Document personal accomplishments in a bi-monthly Work Log Report, which is reviewed by the Director's office to produce the annual performance report.

Create and maintain process documentation. Make recommendation for improvements to routine daily tasks.

2. **Migrate Ministry network resources and services to GOA**

Activities:

Provide domain admin technical expertise to the Project Coordinator of the work tasks, timelines and requirements of the Domain Admin Team for the Ministry being migrated. Act as liaison between the Ministry Migration Project Team and the Security Administration Team. Keep the Domain Admin backup for this Ministry migration project advised of status of the project.

Analyze and recommend solutions for Ministry's user access and security requirements.

Use Quest Domain Migration Tools to inventory and migrate all user and security groups from the Ministry's domain(s) into the GOA domain. Perform daily migration and synchronization tasks of the users and security groups.

Make recommendations for tools and services to be utilized during the migration. Provide technical expertise and training of such tools and services to Ministry IT support staff as required.

Provide ad hoc reports for the Ministry to analyze their user and security permission needs.

Provide GOA domain administrative training and liaison to the Ministry Domain Administrator. Oversee and perform random checks to ensure GOA standards and guidelines are adhered to. Ensure that all generic or shared user IDs are converted to unique specific and/or assigned user IDs.

Provide routine domain administration as required for the project. This includes create/maintain/delete/support user and group objects, and setting up and maintaining security permissions. Create admin, service, test accounts and groups as required.

Assist other technical teams to migrate Ministry network resources to the GOA domain, such as workstation rollout, e-mail services, applications, shared data, remote access, etc.

Provide file copy/move services for migrating, restructuring and organizing of shared data services across domains and servers. Develop task plan and make recommendations to the Project Team to reduce interruption to customers. Ensure that standard organization and security access practices are utilized.

Generate various ad hoc reports on Active Directory objects (users, groups, OUs, etc), or server security permissions as required.

Identify delegation of administrative control requirements and advise the Team Lead to set these up.

Attend and/or chair weekly project planning, status and technical meetings. Provide domain administrative technical input. Take minutes if required.

Provide backfill or cover off services to other Security Administration Team members working on other Ministry Migration projects.

3. **Provide Ministry Domain Admin services to migrated Ministries**

Alberta

Activities:

Process user access and security permission requests within a 3 – 5 day timeframe in accordance with the Service Level Agreement.

Create/maintain/delete/support client user IDs and access to network data and resources.

Create/maintain/delete/support e-mail resources, such as mailboxes and distribution lists.

Create/maintain/delete/support network data and application security permissions.

Make recommendations to Ministry for the organization and security of their shared data structure. Add/change/remove security access permissions.

Liaise with Ministry Service Request Coordinator (SRC) to provide technical recommendations and solutions to meet their business needs.

Trouble-shoot user access and permission problems.

Generate user ID details, security group and distribution group membership reports.

Generate security permission reports of Ministry network resources.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The client base is all of the Alberta Government employees and other external users of the GOA and EXTERN domains to access government delivered applications/services such as IMAGIS, MyAgent, Exclaim/EPS, APC, P-Card, Sharp, etc. This also includes:

the Shared ICT Operations Teams, other Technical Support Teams, Ministry IT Support Teams and Ministry Administrators;

external clients/stakeholders who use and/or support domain resources;

ministries that have migrated their network resources to the GOA Domain.

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Policies and procedures must be applied consistently. Requests must be completed with a high degree of accuracy and within timelines set by the Service Level Agreements. There is very little room for error, as this can have a detrimental impact on the information that is for and about Albertans. Most of the work performed by this position (requests and projects) are not routine day-to-day operational tasks and must be analyzed to ensure that the solution(s) provided are within the Domain Admin framework with the purpose to maintain the integrity and stability of the shared environment. Changes made to the accessibility of data, applications or resources that can impact user access are scheduled after hours. Modifications or improvements to standards or guidelines are reviewed and approved by the Team Lead. Exceptions to standards, unusual requests, or need for assistance are brought forward to the Team Lead for review when necessary.

Knowledge, Skills and Abilities

(Diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.)

University graduation in Computer Science or a related field and no experience or equivalent combination of education and experience.

General Skills:

Must be well organized and have a good eye for detail.

Must be flexible to work both independent of supervision and within a team environment.

Problem solving and analytical skills.

Excellent customer service skills.

Good communication skills (both written and verbal).

Ability to self-learn a variety of software tools.

Planning and estimating skills.

Technical Skills:

Experience with Windows 2000/2003 Active Directory and Server.

Experience with Exchange 2000/2003 Administration.

Experience with Windows NT 4.0 Administration and Server.

Experience with 3rd party domain administration technical tools, such as Security Explorer and Hyena.

Experience with Microsoft Office productivity tools.

Experience with Scripting Tools, such as Visual Basic.

Experience with Robocopy.

Experience with problem tracking software (Remedy) and process work flow.

Familiar with Microsoft Windows 2000/2003 Resource Kit.

Familiar with remote access tools, such as Citrix and VPN.

Understanding of the overall GOA domain network design.

Keep up with industry standards and new tools or resources.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Customers – when processing incident or service request tickets, the position may communicate with the customer to discuss the request, obtain information, communicate the completion of the request, etc.

Service Request Coordinators – these individuals request work on behalf of ministry staff. When processing incident or service request tickets, the position may communicate with the Service Request Coordinator to discuss the request, obtain information, communicate the completion of the request, etc.

Service Desk(s) – the position may discuss customer incident and/or service request tickets, escalations, etc.

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Other GOA operational technical support teams - the position may seek technical clarification of domain resource policies or standards as they relate to user access within the GOA domain.

Work Site Support Teams – provide or obtain assistance with worksite support teams to resolve user access problems.

Supervision Exercised

(List position numbers, class titles, and working titles of positions directly supervised.)

None.

Last Review / Update: 2015-02-06