

# Career Opportunity

## ABOUT THE AGLC

The Alberta Gaming and Liquor Commission is a dynamic organization leading Alberta's gaming and liquor industries. Our team of high performers is driven to provide our customers with outstanding service and Albertans with choices they can trust.

## ABOUT THE POSITION

**IT Service Management Analyst**

**Competition #: 17-014**

**Salary: \$69,049.00 to \$94,808.00 per annum**

**Closing Date: Thursday, April 27, 2017**

**Position Location: St. Albert**

## JOB SUMMARY

Are you looking for a new challenge and the next step in your career? Then look no further, we have the perfect opportunity for you! The Infrastructure and Operations Branch is looking for passionate, innovative and ambitious technical professional to join the team!

As the ITSM Business Analyst, you will report to the ITSM Team Leader and will be responsible for the design and enhancement of Incident, Problem and Knowledge Management processes and functions. This will include the development and maintenance of the IT Incident and Problem program plan, execution and delivery of the IT process design and development, policy development and maintenance, process assessment and improvement as well as design, documentation and enhancement of Incident and Problem processes.

To be successful in this role you must be able to convey complex and abstract process and governance concepts in terms that IT peers and reports can appreciate and understand. Excellent communication skills in both written and verbal forms are essential as are skills in presentation of design concepts. You will participate in the facilitation and communication of process concepts and principles as well as detailed procedures to IT Service Management process participants as well as Business Users of the IT service Management systems. You will also interact with all branches of IT and the Business as well as external vendors and suppliers in support of the business and IT area in process and system improvement.

## SKILLS/QUALIFICATIONS

- Computer Science Degree/Diploma or related discipline with a minimum of 5 years of IT experience is required. ITSM experience, including IT Service Management, IT Governance and/or IT Business Process development should be included in this experience. ITIL Foundation v3 Certification is also required.

The following would be considered assets:

- COBIT v5 foundation Certification is considered an asset
- Business Analysis Essentials is considered an asset
- Requirement, Development, Documentation and Management is considered an asset
- Business Process Analysis is considered an asset

**NOTE: An equivalent combination of education and experience may be considered. Candidates with lesser qualifications may be considered at a lower classification and salary. This recruitment may be used to fill future vacancies.**

## Career Opportunity

To be eligible to work for the Alberta Gaming and Liquor Commission, you must be a Canadian citizen, permanent resident or eligible to work in Canada. We offer a comprehensive range of benefits. As a condition of employment you will be required to obtain a security clearance and clean drivers abstract prior to employment. While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted. The AGLC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To learn more about the Alberta Gaming and Liquor Commission and to view the complete job posting, please visit our website [aglc.ca](http://aglc.ca)

### ABOUT THE DIVISION and BRANCH

#### Infrastructure and Operations:

Manages a secure network of computers, printers and servers in all corporate offices, liquor warehouses and gaming facilities, as well as all of the telecommunications services for the AGLC.

Please send resumes as a Word document or PDF including competition number, to:  
Alberta Gaming and Liquor Commission - Human Resources  
50 Corriveau Avenue  
St. Albert, AB T8N 3T5  
Fax: 780-447-7400  
E-mail: [hr@aglc.ca](mailto:hr@aglc.ca)

#### Why the AGLC?

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| Comprehensive wage and benefit packages    | Closed between Christmas and New Years |
| Pension / dental / medical plans           | Health and Wellness Spending Accounts  |
| Financial support for personal development | On-site cafeteria and fitness facility |
| Learning & Development opportunities       | Employee and Family Assistance Program |
| Compressed work week schedule              | Social events                          |
| 3 paid Personal Days per year              | Free parking                           |