



LEGISLATIVE
ASSEMBLY
OF ALBERTA

LEGISLATIVE ASSEMBLY OFFICE JOB PROFILE

INFORMATION TECHNOLOGY SERVICES TRAINING AND ADOPTION SPECIALIST

June 2026

Information Technology Services (ITS) provides accessible, secure and progressive information technology services to 87 Members of the Legislative Assembly (MLAs), their constituency offices, caucus offices, the Office of the Speaker and management and staff of the Legislative Assembly Office (LAO).

The Training and Adoption Specialist (TAS) is an enterprise enablement role within the Enterprise Technology and Transformation (ETT) team, accountable for designing and delivering technology adoption, education and learning strategies that support the effective and sustained use of enterprise tools and services across the organization. This includes custom-developed applications, line-of-business systems and Microsoft 365 services (including emerging capabilities such as Copilot and AI-enabled tools).

The role integrates training, adoption and practical change-enablement practices to ensure technology solutions are embedded into day-to-day work, improve productivity and deliver measurable organizational value. Through engagement with MLAs, caucus offices, constituency offices, LAO branches and ITS teams the TAS identifies adoption needs, develops targeted learning approaches and supports users in building digital capability and adopting new ways of working.

The TAS also leads the administration and continuous improvement of the enterprise-learning ecosystem, including the learning management system (LMS), and provides advisory support to ITS and business areas on effective use of learning platforms, training strategies and digital adoption practices.

Through this work the role supports ETT's mandate to strengthen organizational capability, enable continuous digital transformation and ensure technology investments are effectively adopted and sustained within a nonpartisan legislative environment.

ITS operates in accordance with LAO policies and procedures, the Legislative Assembly Act, Standing Orders and direction from the Speaker, the Members' Services Committee and the Clerk.

RESPONSIBILITIES

1. Lead the design, delivery and continuous improvement of technology adoption, education and enablement strategies to ensure effective and sustained use of custom-developed, line-of-business, and Microsoft 365 digital tools and services by MLAs, caucus offices and LAO staff.

Activities:

- Build and maintain strong professional relationships with ITS client groups to support ongoing technology adoption, foster trust and proactively identify and address barriers to effective use.

- Partner with stakeholders to assess adoption readiness, identify risks and learning needs and inform targeted strategies for technology-change initiatives.
 - Design and maintain enterprise training, onboarding and adoption materials that support M365 and enterprise applications for ongoing capability development and evolving business needs.
 - Apply adult-learning principles and instructional design best practices to ensure learning is practical, accessible and supports effective use of technology.
 - Assess adoption effectiveness using feedback, data, observation and recommend improvements to strengthen outcomes and sustained use.
 - Provide coaching, best-practice guidance and productivity-optimization support to help users apply enterprise tools effectively in their day-to-day work.
2. Integrate adoption, training and enablement practices into ITS operations, projects and service delivery to ensure consistent, co-ordinated and effective rollout and use of enterprise and line-of-business applications.

Activities:

- Lead a consistent application-adoption life cycle across ITS, leveraging the LAO ACT (adoption, communication, training) framework, ensuring learning and enablement efforts effectively support priorities, service-delivery models and sustained technology adoption.
 - Support enterprise technology rollouts and enhancements by co-ordinating enablement planning with internal ITS stakeholders to ensure readiness, risk awareness and consistent user experience across the organization.
 - Facilitate and co-ordinate training and adoption needs identified through the Client Support help desk, project teams and business units.
 - Provide advisory support to ITS and business areas on adoption strategies, ensuring learning approaches reflect governance requirements, platform standards and organizational priorities.
 - Contribute to the integration of learning and enablement into ITS operational processes, including service design, release planning and ongoing support models.
 - Develop and maintain enterprise-wide reference materials and self-service resources through SharePoint, websites and internal communication platforms to support consistent and independent use of core tools and services.
 - Support the design and continuous improvement of enterprise onboarding and offboarding experiences in collaboration with ITS teams, ensuring clear, consistent guidance on core platforms and services.
 - Build and manage relationships with external training partners (e.g., Microsoft and third-party vendors) to supplement internal capabilities and address specialized or high-demand learning needs.
 - Facilitate and expand adoption through Communities of Practice and Communities of Interest, promoting the enterprise tools and applications.
3. Lead the administration, governance and continuous evolution of the enterprise-learning ecosystem, including the LMS, to support onboarding, technology adoption and ongoing digital capability development across the organization.

Activities:

- Define and implement enterprise-wide frameworks for technology adoption and learning approaches.
 - Establish and maintain enterprise standards, templates and governance for learning content to ensure consistency, quality, accessibility and reuse across business areas.
 - Support business areas and subject matter experts in developing and maintaining digital learning content by providing guidance on instructional design, content structure, authoring tools and LMS integration.
 - Design and implement train-the-trainer approaches that enable business areas to deliver and manage their own learning content while adhering to enterprise standards.
 - Maintain and curate enterprise-learning repositories, resource libraries and self-service learning hubs to ensure content is accurate, accessible and aligned with organizational priorities.
 - Use LMS analytics and reporting to monitor engagement, evaluate effectiveness, identify trends and provide insights to support continuous improvement of learning strategies and content.
 - Monitor LMS platform capabilities, industry trends and emerging practices to inform enhancements and ensure the learning ecosystem remains effective and current.
 - Provide recommendations to improve LMS configuration, usability and adoption and support implementation of approved enhancements in collaboration with the LMS and ITS teams.
4. Support the overall operations of the LAO to meet the goals and objectives of the LAO in supporting the Legislature.

Activities:

- Contribute as an active team member to LAO initiatives, which may include supporting the Clerk, Speaker and ceremonial and conference functions.
- Participate in the planning, implementing and monitoring of services required to ensure a smooth transition from Legislature to Legislature, which includes assisting new Members and staff during pre-and postelection activities.
- Demonstrate commitment to workplace health and safety by following safe work practices and reporting work-related accidents and hazards immediately.
- Participate in the classification, maintenance, retention and disposition of records within the guidelines of the LAO's file classification and retention schedule.
- Demonstrate support for positive workplace culture and the valued behaviours according to the respectful workplace policy.

SCOPE

- Functions as part of a team, reporting to the Senior Manager of ETT and working with all ITS leadership to define and provide high-quality technical training and adoption services to clients on-site and in remote locations across the province.
- Exercises a high degree of independent judgment to assess adoption risks and shape learning and enablement frameworks, practices and approaches used across the organization over time.
- Leads and orchestrates enterprise-wide digital training and enablement programs, including co-ordination with vendors (e.g., Microsoft) and internal and external subject matter experts.
- Makes decisions that have a direct and measurable impact on technology adoption, productivity and the realization of digital investment value.

- Influence cross-functional outcomes through consultation, facilitation and partnership with business areas and organizational change management resources.

KNOWLEDGE AND SKILLS

- Related postsecondary bachelor's degree in education, adult learning or equivalent combination of education and experience.
- 5+ years of experience developing and delivering training for enterprise and Microsoft platform applications.
- Experience collaborating with technical SMEs.
- Strong technical acumen with Microsoft 365 and AI tools.
- Demonstrated experience in instructional design, technical writing and adult-learning methodologies.
- Working knowledge of change-enablement practices as they relate to training, communications, adoption and reinforcement of new ways of working (formal change management certification not required).
- Experience contributing to adoption and reinforcement activities such as change champion networks, communities of practice and postimplementation learning and communications.
- Strong knowledge with e-learning and LMS platforms.
- Familiarity with content authoring tools (iSpring), Adobe or similar.
- Exposure to AI-enabled applications (e.g., Microsoft Copilot) and strong understanding of AI literacy.
- Exposure to SharePoint/websites as a communication medium.
- Instructional design or digital learning certifications (asset but not required).
- Ability to manage multiple priorities, work independently and collaborate within a team environment.
- Ability to project a professional and objective, nonpartisan attitude in interactions with clients.
- Working knowledge of the LAO mandate, structure, policies, procedures and protocols.