

# LEGISLATIVE ASSEMBLY OFFICE

## JOB PROFILE

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### INFORMATION TECHNOLOGY & BROADCAST SERVICES

#### IT TELECOM AND BUSINESS OPERATIONS ANALYST

January 2026

Information Technology and Broadcast Services (IT&B) 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).

Reporting to the Team Lead, IT Telecom and Business Operations, the IT Telecom and Business Operations Analyst is responsible for providing day-to-day support of telecommunication operations as well as offering technical telecommunication assistance and guidance to clients of the LAO. This role also supports all IT business functions and services related to IT equipment inventory and reconciliation of technical assets and coordination of technical services in over 90 locations across the province.

IT&B 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. Provide technical and operational support for all telephony technologies, including legacy systems and vendor-provided enterprise voice solutions.

#### Activities:

- participate in the life cycle management of enterprise voice workflows and communication systems, building solutions tailored to client needs.
- collaborate with stakeholders to ensure seamless interoperability across platforms and deliver scalable, efficient and user-centric voice services.
- coordinate the delivery of telecommunications services across 90-plus locations, ensuring client needs are met with efficient and scalable solutions.
- serve as first point of contact for internal staff regarding vendor-related service level agreements, ensuring timely resolution of issues across all supported enterprise voice services, including traditional phone systems, Microsoft Teams and Wildix Cloud PBX.
- act as a subject matter expert for internal staff on enterprise telephony systems.
- collaborate with IT&B team members to assess emerging technologies and integrate them into our supported telephony environment.
- participate in the development of onboarding, training and resource strategies for supported phone systems to enhance client adoption and satisfaction.

2. Provide operational support for the LAO's mobile device services, ensuring seamless integration with business operations and consistent delivery of secure, reliable and client-focused mobility solutions.

#### Activities:

- participate in the procurement of Apple (iOS) and Android mobile devices.
- implement mobile device policies, deploy applications and monitor device health and compliance through Microsoft Intune.
- consult with clients on mobile device selection, service options and life cycle planning.

- assist with the transition of retiring Members to their personal mobile devices after provincial elections.
- serve as the first point of contact for incidents involving lost, stolen or broken mobile devices, ensuring coordination of timely repairs, warranty claims and replacements to minimize service disruption and maintain operational continuity.
- provide support for mobile device setup and deployment, working closely with the Client Support team to ensure timely and efficient service delivery.

3. Deliver high-quality, client-focused IT&B services by integrating internal business operations with technical service delivery.

**Activities:**

- participate in the auditing of all IT inventory across LAO branches and stakeholder environments, ensuring accurate tracking, reporting, reconciliation and destruction of technical assets to support operational transparency and accountability.
- participate in the shipping and receiving of IT assets, ensuring timely delivery, proper documentation and secure handling of equipment.
- coordinate the installation of optimal Internet technologies for both urban and rural locations, ensuring solutions meet performance and reliability criteria.
- liaise with Internet service providers, ensuring service commitments are met and escalating issues when necessary to maintain continuity and quality of service.
- collaborate with operational teams to evaluate and select standardized multifunction printer (MFP) models based on technical and business requirements.
- coordinate deployment, maintenance and integration of MFPs into office workflow.
- support the accuracy and ongoing maintenance of online business listings for 90-plus locations across platforms such as Google, Apple and Bing.

4. Support the overall operations of the LAO to meet the goals and objectives of the LAO in the provision of support to 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 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 a positive workplace culture and the valued behaviors pursuant to the Respectful Workplace Policy.

**Knowledge and Skills**

- postsecondary education in information technology, business or a related field.
- 2-plus years of experience in a related field providing support for clients in telecommunications or information technology.
- strong working knowledge of telecommunication services, including both traditional voice systems (e.g., Centrex, IBL) and modern IP telephony platforms such as VoIP and cloud-based PBX solutions.
- strong working knowledge of Microsoft Intune mobile device management.

- in-depth understanding of Internet technologies and service availability across urban and rural Alberta, supporting informed decision-making and infrastructure planning.
- strong working knowledge of Microsoft Office, particularly Excel, for data tracking, analysis and reporting.
- exceptional attention to detail, with a strong focus on service delivery standards and quality assurance.
- proven organizational skills, with the ability to proactively manage tasks, anticipate challenges and resolve issues.
- excellent customer service and communication skills, with the ability to engage effectively with both business units and technical teams, translating complex information into actionable insights.
- ability to thrive in both fast-paced team environments and independent work settings, contributing to the overall success of the branch.
- physically capable of lifting up to 25 pounds for handling equipment, supplies and shipments as required.

**Position Classification**

Technologies 4 (125TN)