



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Executive and Indigenous Affairs	Service Integration Data Specialist	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
11-17494	Yellowknife	Governance & Service Integration

## **PURPOSE OF THE POSITION**

The Service Integration Data Specialist is responsible for the effective operation, maintenance, and support of service integration software, with a focus on the case management and data collection solutions employed by Governance and Service Integration (GSI). The incumbent will support GNWT departments/agencies and Non-Government Organizations (NGOs) that use software solutions recommended and provided by GSI. This role involves system administration, monitoring user access, interface development, system design support, troubleshooting assistance, vendor communication, and user training to ensure optimal utilization of the system.

The Service Integration Data Specialist will also be responsible for understating the GNWT's data needs and how these needs can be met/supported using the case management and data collection solutions employed by GSI, as well as how the software may support business and service continuity and efficiency.

## **SCOPE**

Reporting to the Strategic Programs and Policy Advisor, GSI the Service Integration Data Specialist supports all activities related to the use of case management and data collection solutions employed by GSI. Software Solutions may include cloud-based programs and data management tools used within the GNWT as well as with NGOs and funded by the GNWT. The incumbent will be responsible for supporting all GNWT, NGO, and other users of GSI provided solutions, connected to the provision of government and government-funded services within the NWT as service integration expands. The incumbent is the primary contact for all system users, is responsible for all development and onboarding of new users and programs, leads problem-solving efforts related to the software and to the data needs of the GNWT, and is the main contact for all interactions with the Social Solutions support team.



Robust and real time data is key is problem solving and preventing complex social issues such as homelessness. Use of software in program development and management aids in the GNWT in understating the effectiveness of interventions, change initiatives, and resident outcomes in real time, which allows for more strategic planning and fiscal responsibility in government spending. Robust real time data leads to better results for community members as it allows the GNWT to make evidence-based adjustments and monitor success.

Staff in the Governance & Service Integration division, including the Service Integration Data Specialist, will model and promote integration through the shift in organizational culture and adhere to the principles of equity, cultural safety, and anti-racism, support personal choice and decision making, reconciliation, accountability, and relationship-based approaches. As a center for learning and innovation, this group of change-makers is responsible for driving this change across the system.

## **RESPONSIBILITIES**

### **1. System Operation, Customization, and Reliability**

- Develop software interfaces for new programs/services that support operational and data needs of onboarding departments, agencies, and organizations.
- Work closely with departments, agencies, and organizations in the development of interfaces to ensure use of the software is appropriate for context.
- Administer and monitor Apricot users, assign privileges and manage login credentials.
- Be available to continually customize and configure the software align with specific program requirement and changes.
- Implement workflows, forms, reports, and data structures tailored to support diverse social services programs.
- Conduct regular audits of users to ensure compliance to confidentiality agreements.
- Conduct regular audits of data integrity and input.
- Perform regular system maintenance tasks, including backups, security updates, and performance monitoring.
- Ensure data integrity and compliance with relevant regulations and standards.

### **2. Training and Documentation**

- Develop training suites and comprehensive manuals for end-users and administrators.
- Conduct training sessions to onboard new users and provide ongoing support to ensure efficient system utilization.
- Assist users with the development of reporting mechanisms as needed and train users to develop and use reports, depending on position and level of system literacy.

### **3. Vendor Communications**

- Serve as the primary point of contact with system vendors.
- Collaborate with vendors to address software updates, patches, and enhancements.



- Communicate feedback and requirements from users to inform future system development.

#### **4. Troubleshooting and Support**

- Proactively identify and resolve technical issues related to system functionality.
- Provide timely support to users, troubleshoot problems, and implement solutions to minimize downtime.
- Work directly with vendor to resolve any complex issues that arise and are beyond the permissions of the System Administrator to address.

#### **5. Support Reporting and Data access**

- Provide reports to members of the GSI division as requested.
- Assist in compiling data for various GNWT communication purposes, including briefing notes, funding proposals, presentations, and FMB submissions.

### **WORKING CONDITIONS**

#### **Physical Demands**

No unusual demands.

#### **Environmental Conditions**

Some time may be spent working directly at ISD demonstration sites, shelters, or supportive housing locations which may expose the position to individuals who are high risk, intoxicated, under the influence of substances or dealing with mental health issues. Potential exposure to hostile or unpredictable behavior when visiting these sites poses a risk.

#### **Sensory Demands**

No unusual demands.

#### **Mental Demands**

The position engages in topics that include interpersonal and systemic racism, and the intergenerational individual and community impacts of colonization.

The incumbent may be exposed to numerous interruptions, unknown factors, uncontrolled workflow and competing demands that would cause disruption in carrying out duties in a timely manner on a daily basis. The requirement for concentration and attention to detail can cause mental and emotional fatigue and strain.

Travel to NWT communities may be required.



## **KNOWLEDGE, SKILLS AND ABILITIES**

- Technical proficiency in system customization, preferably with experience in systems like Social Solutions, Salesforce, Microsoft Dynamics, or similar platforms.
- Problem-solving skills and the ability to diagnose and resolve complex technical issues as they related to databases, software, and data management.
- Communication skills, with the ability to translate technical concepts to non-technical users and stakeholders.
- Experience in developing training materials and conducting user training sessions.
- Familiarity with data security best practices and compliance requirements in social services or healthcare sectors is a plus.
- High personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress without constant supervision.
- Sensitivity to geographic and cultural needs of people, understanding how community and culture impact the delivery of fundamental services.
- Ability to apply knowledge in a rapidly changing and challenging environment.
- Ability to work effectively within a team environment.
- Must be self-directed and display initiative and innovation.
- Demonstrated proficiency in Microsoft excel.
- Experience in data conversion from various file types.
- Knowledge of data analysis and analytics would be considered a plus.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

### **Typically, the above qualifications would be attained by:**

Completion of a bachelor's degree in computer science, information technology, or a related field and proven experience in system administration, software development, or similar role, preferably with social services or case management systems.

Equivalent combinations of education and experience will be considered.

## **ADDITIONAL REQUIREMENTS**

### **Position Security (check one)**

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

### **French language (check one if applicable)**



French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B)  Intermediate (I)  Advanced (A)

READING COMPREHENSION:

Basic (B)  Intermediate (I)  Advanced (A)

WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

French preferred

**Indigenous language:** Select language

Required

Preferred