



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	IT Service Management Advisor	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-11468	Yellowknife	Technology Service Centre (TSC)

## **PURPOSE OF THE POSITION**

The IT Service Management Advisor manages, develops, and leads the implementation of IT service management (ITSM) processes (such as PC evergreening, employee onboarding, network incident management, video conferencing), following Information Technology Infrastructure Library best practices. The IT Service Management Advisor manages, leads, develops, implements, and evaluates the TSC's communication strategies, plans, and activities. The incumbent increases stakeholders' awareness and understanding of IT services, service outages and maintenance, and information technology in general. This position manages the TSC's website and online service catalogue. The incumbent oversees the continual improvement and maintenance of the site and catalogue and develops content that translates technical jargon into easily consumed information for a largely non-technical audience. The incumbent ensures that all TSC communications and website follow the Corporate Communications policies and standards.

## **SCOPE**

Located in Yellowknife and reporting to the Manager, Client Services, the IT Service Management Advisor provides expertise, advice, and recommendations to TSC management and staff on maintaining a client-focus approach to service management and communications across the TSC.

The TSC provides information technology (IT) services and support to over 6000 staff in GNWT departments, boards, agencies, health authorities and marine transport services. Key TSC services include desktop support, application hosting, data storage, telephone services, infrastructure management and security, electronic mail, video conferencing, mobile devices IT procurement, license management and network services. The IT Service Management Advisor must maintain an understanding of all TSC's processes and services to provide context for



communications to this diverse audience.

Effective service management and communication is critical to continuous improvement of the TSC's relationships with clients. Activities carried out by the TSC can have significant impacts (positive or negative) on departmental operations and must be effectively managed and communicated. A variety of communication media types (e.g.: web, email and print) are used, following GNWT policies, guidelines and standards from the Corporate Communication's Visual Identity Program (VIP) and Consistent User Experience (CUE) web standards.

The IT Service Management Advisor works closely with the TSC management team, Senior Project Managers and technical staff and other departmental communications and subject matter experts to ensure a full understanding of service management processes and TSC services that need to be managed and communicated within TSC and to external TSC clients.

## **RESPONSIBILITIES**

### **1. The Service Management Advisor manages, develops, and leads the implementation and adoption of Service Management (ITSM) strategies, processes, initiatives, and following Information Technology Infrastructure Library (ITIL) industry standards and guidelines by:**

- Maintaining a comprehensive and current understanding of ITSM best practices and service management processes across the TSC; this includes service strategy, service design, service transition, service operation and continual service improvement.
- Leading the development of an ITSM roadmap and providing expert advice and recommendations to the respective TSC process managers to ensure service management processes are developed, regularly reviewed, maintained, and supported to the level appropriate to the specific TSC service.
- Applying specialized knowledge of research techniques, methods and analysis when developing, documenting, measuring, and reporting TSC service management strategies, processes, and procedures.
- Ensuring all ITSM activities are clearly linked to TSC goals and objectives and clearly communicated across the TSC.
- Developing, monitoring, measuring, and reporting on ITSM Capability Maturity Model (CMM) progress and documenting TSC's progress toward ITSM best practices.
- Communicating and promoting the implementation of ITSM best practices across the TSC by preparing and distributing documents such as major incident reports, the TSC service catalogue (website), service descriptions, process, procedures, workflows, and metric reports.
- Managing the TSC Continuous Service Improvement (CSI) Register to identify and track the life cycle of TSC improvement initiatives.
- Developing, distributing, tabulating, and evaluating process/service metrics and preparing recommendations for TSC management.



**2. The IT Service Management Advisor develops, implements, and evaluates the TSC's communications strategies and plans by:**

- Developing and implementing communications strategies, plans and activities in collaboration with TSC management and staff, including communication needs, objectives, goals, priorities, key messages, communication tools and means for reaching the objectives.
- Providing expert communications support and advice on message content and media selection to ensure communications activities are clear, timely, consistent throughout the TSC, easy to read and in alignment with the TSC's goals and objectives.
- Providing leadership to TSC management and staff to prepare information about TSC services and service-impacting incidents and outages and distribute them to various stakeholder audiences on a timely basis (external communications).
- Providing leadership to TSC management to ensure all TSC staff are engaged and informed of TSC activities on a timely basis with appropriate medium (internal communications).
- Developing the annual TSC Communications Plan and reviewing and making recommendations to the TSC Client Services manager and TSC Director in response to changes in the TSC services/environment that impact external client groups and end users.
- Providing graphic design/layout advice and services in various forms of print and electronic media including brochures, reports, newsletters, posters, presentations, computer graphics, web pages and other publications for the TSC.
- Adhering to and keeping up to date with Corporate Communications and GNWT communications standards including the Visual Identity Program and Consistent User Experience (CUE) principles.
- Developing, distributing, tabulating, and evaluating survey data and preparing recommendations for TSC management.
- Developing and distributing service information and reports to clients regarding.
- Collaborating with the Department of Finance, the Office of the Chief Information Officer, and Corporate Communications to identify linkages between communications and project results; contributing to Public Relations initiatives and represent the TSC's interests.
- Ensuring employees in GNWT departments, boards, agencies, and authorities are aware of and understand the TSC and its objectives, services, projects, initiatives and service operations.

**3. The IT Service Management Advisor's responsibilities for the TSC's website management, strategy, design, content development and maintenance are:**



- Developing a website design strategy for the TSC to ensure the site is available, reliable and easy to navigate and links to web pages are error-free and accessible.
- Developing a TSC website content strategy to ensure regular content updates, the content is up to date, relevant, follows GNWT website/CUE standards, and continually evolves with new creative features and improvements and meets TSC communication objectives.
- Providing expertise to TSC management and staff to prepare features and content for which they have responsibility.
- Providing technical leadership by understanding and keeping current with latest website design techniques and tools to enhance the user's web experience.
- Managing and collaborating with internal and external contractors for the development of new features, advancements and improvements.
- Collaborating with the GNWT's web community providing advice, input, and assistance regarding Request For Proposal (RFP) development and review, improvements to web standards and assisting with web programming (e.g.: Drupal) inquiries and documentation.
- Continually monitoring the activity on the TSC website to quickly address any technical problems or security issues that may arise.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of strategic communications planning and public relations; Knowledge of research, analysis, and evaluation techniques.
- Knowledge of ITIL and service management best practices.
- Knowledge of government, including its legislative process and mechanisms, operations of Executive Council and the Legislative Assembly.



- Oral and written communications skills, as well as the ability to adapt communication styles to accommodate different needs.
- Management skills to lead, plan, organize, coordinate and complete complex and concurrent projects independently or in teams, within a work context that has changing timelines and/or competing priorities.
- Graphic and web design skills, including skills using Adobe design, applications, and content management systems.
- Computer skills, including skill in a variety of software applications for word processing, electronic mail, presentations, and the Internet.
- Ability to build and sustain effective working relationships with a diverse group of clients and work collaboratively with stakeholders, department and staff.
- Ability to work independently on complex matters.
- Capable of both leading and working effectively in a team.
- Ability to deal with individuals where there is a high degree of tact and diplomacy required.
- An ability to interact effectively with other individuals and groups. It includes the ability to accurately listen, understand and respond appropriately and effectively when interacting with individuals and groups.
- Ability to work within a long-term perspective in addressing client's problems. This may include trading off immediate costs for the sake of the long-term relationship and successful project completion.
- An ability to work independently or with a team to solve complex problems.
- An ability to make on the spot decisions based on knowledge, experience and contributing factors.
- A desire to increase order in the surrounding environment. It is expressed in such forms as monitoring and checking work or information, insisting on clarity of roles and functions, and setting up and maintaining systems of information.
- An ability to be able to negotiate requirements, timelines, budgets, etc. and being able to adapt to any changes or pressures from key stakeholders.
- 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:**

A relevant diploma and 3 years of relevant experience.

Equivalent combinations of education and experience will be considered.



### **ADDITIONAL REQUIREMENTS**

IT Infrastructure Library (ITIL) certification considered an asset.

Experience using industry-standard software and technology considered an asset.

#### **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)

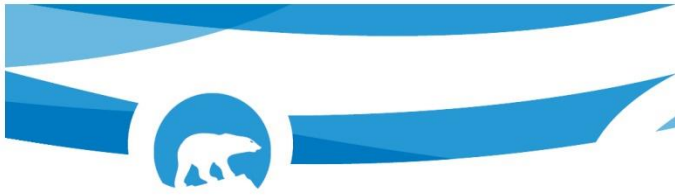
WRITING SKILLS:

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

- French preferred

#### **Indigenous language: Select language**

- Required
- Preferred



**CERTIFICATION**

**Title: IT Service Management Advisor**

**Position Number: 15-11468**

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
Deputy Head/Delegate Signature	
Date	
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**