



IDENTIFICATION

| Department | Position Title | |
|-----------------|----------------------------------|---------------------------------|
| Finance | Client IT Service Desk Team Lead | |
| Position Number | Community | Division/Region |
| 15-11473 | Yellowknife | Technology Service Centre (TSC) |

PURPOSE OF THE POSITION

The Client IT Service Desk Team Lead is responsible for leading the Client Information Technology (IT) Service Desk team to oversee and provide troubleshooting and analysis (Tier 1) IT support to employees of the Government of Northwest Territories (GNWT) as well as some of its boards, and agencies to provide employees with secure, robust, and reliable access to all systems, data and business applications they require to do their work in an efficient and effective manner.

SCOPE

Located in Yellowknife and reporting to the Manager – IT Support Services, the Client Service Desk Team Lead leads and oversees the Client IT Service Desk team who are responsible for the operation of the Technology Service Centre (TSC) Client Service Desk, troubleshooting and analyzing of Tier 1 problems and the associated administration and management of these enterprise level assets.

The incumbent is the foremost expert in the GNWT on IT Service Desk services and the associated administration, management and handling of all service desk requests received by the TSC. The incumbent is responsible for overseeing the planning, designing, creation, amending, verification, testing and documentation of new and amended Tier 1 service request processes. This role requires the knowledge to manage and understand technical concepts such as service desk design and workflows; industry best practices; data assurance; security standards, access controls and privacy requirements.

The TSC provides leadership and expertise to all departments of the GNWT, as well as some boards and agencies, in all regions and all 33 communities across the NWT, on matters related to the government wide area data network, servers, storage, data center facilities, all government information technology infrastructure, communication systems and their technical support in



order that employees have continual access to the workplace functions they require to do their jobs in an efficient and effective manner. Services are provided in accordance with a framework of operating procedures and guidelines established within the TSC, and with standards developed in conjunction with the Office of the Chief Information Officer (OCIO) and GNWT standards committees.

The Division promotes the efficient and effective use of government technology resources through education and outreach and collaborates with a variety of internal and external partners to maximize the benefits of investments made by the GNWT. The specific technologies, practices and approaches employed in delivering these services are evolving at a rapid pace and the TSC must monitor advances in technology and evaluate options routinely to improve services and provide the policy framework to support the ongoing requirements. Furthermore, as a fee for service model utilizing service level agreements with client departments, the TSC faces significant pressure to keep systems operational, secure, and technologically advanced while also cost effective to successfully meet the objectives of the GNWT departments and agencies it serves.

TSC Service Desk services are used 24 hours a day, 365 days a year as the first point of contact for incident and these services are delivered to approximately 6,100 employees of the GNWT and its health authorities, education boards, agencies, and schools (clients). System interruptions, issues and outages can have a highly detrimental, and possibility catastrophic, impact on the ability of GNWT departments and agencies to deliver programs and services.

RESPONSIBILITIES

1. Lead the planning, design, development, and adoption of appropriate IT Service Desk infrastructure to provide standardized management and administration of a robust and resilient IT Service Desk Service.

- Provide the GNWT with strategic advice on IT Service Desk infrastructure needs to maintain a well-coordinated Service Desk architecture strategy that meet the overall priorities of the TSC and is based on client needs and requirements.
- Plan, lead and evaluate the development and adoption of appropriate IT Service Desk services infrastructure, tools, techniques, documents, and processes.
- Establish and oversee service delivery and associated documentation standards, processes, and procedures.
- Lead the development and maintenance of complete documentation for all TSC IT Service Desk services.
- Provide strategic and technical advice and leadership in IT Service Desk services administration and maintenance.
- Define and direct the implementation of individualized procedures and processes used by the IT Service Desk Team.
- Identify and define business requirements and research and determine solutions to



sustain/enhance the effective and efficient delivery of Service Desk Infrastructure.

- Contribute to the content of Requests for Proposals (RFPs) and Tenders for hardware, software, and services for the Service Desk Infrastructure.

2. Lead, investigate, coordinate, and evaluate the resolution of critical and emerging IT Service Desk services issues and incidents to provide the on-going provision of services.

- Define, implement, and monitor the setting of priorities for responding to incidents related to IT Service Desk services and follow these priorities consistently throughout the GNWT and its agencies.
- Plan tactically as required to address planned and unplanned service outages or to respond to operational or environmental requirements.
- Diagnose overall service delivery issues and recommend actions to maintain or improve levels of service.
- Provide technical expertise and direction for Tier 1 troubleshooting for IT Service Desk service problems, in collaboration with other TSC staff, as well as department staff as appropriate.
- Resolve complex Tier 1 IT Service Desk service issues including assigning tasks to other IT Service Desk Team members.
- Build collaborative relationships with other sections within the TSC to facilitate communication response to service issues and that this service issues and incidents and their resolution are communicated to clients.
- Oversee the development of service request checklists, troubleshooting guidelines, standard procedures, and documentation.
- Lead the review of IT Service Desk problems with the appropriate TSC managers and with third party suppliers to develop solutions.

3. Lead the design, implementation, and evaluation of enterprise level projects to meet the needs of TSC's clients.

- Work with TSC's clients to determine and/or clarify project parameters, specifications, and desired outcomes.
- Conduct enterprise level project planning and design including designing the IT Service Desk services architecture, preparing project implementation and management plans and identifying required technical, systems and human resources.
- Innovatively apply knowledge to complex technical situations and make sound decisions considering the impact across the TSC and/or on its clients/GNWT.
- Direct the installation of new desktop hardware and operating systems (OS) or other software including allocating and overseeing tasks to IT Service Desk Team members and/or staff in TSC and GNWT as required.
- Oversee the completion of testing and documentation of the hardware and software including allocating tasks as appropriate.
- Monitor and evaluate the results of the project to meet the required outcomes, seek feedback and make adjustments as necessary.



4. Establish and maintain IT Service Desk risk management techniques and procedures in support of the TSC/GNWT risk management plan for the protection and security of critical and private information.

- Plan and lead the implementation and maintenance of risk identification, risk mitigation and risk response activities.
- Oversee the implementation of security procedures and practices to provide a robust and proactive approach to Desktop hardware and software.
- Oversee IT Service Desk services security activities such that security detection and initial response occurs in a specific, standardized approach.
- Partner with the OCIO, TSC colleagues and contactors to provide GNWT IT infrastructure that is effectively configured and patched against known and emerging security threats.
- Remain current on emerging security threats, build awareness, and provide staff with timely and relevant security training.
- Take prompt action to respond to security threats or incidents and work with the OCIO, TSC colleagues and contractors to resolve and/or mitigate the threats.
- Participate in the planning and implementation of disaster recovery plans.

5. Monitor, evaluate and report on the effectiveness of the IT Service Desk solutions and Tier 1 services.

- Act as first point of escalation for clients to resolve challenging workplace IT situations.
- Monitor, evaluate and report on response times and service levels.
- Identify areas for immediate and/or continuous improvement.
- Develop and implement Quality Assurance models and feedback for continuous improvement.
- Provide reports on IT Service Desk services effectiveness, including metrics on response times, availability of key services and service levels.
- Develop IT Service Desk services utilization and trending reports to proactively forecast necessary Service Desk upgrades or replacements.
- Maintain consistency and accuracy of appropriate records on IT Service Desk maintenance and installations.

6. Manage the human and financial resources of the Service Desk team, including contractors.

- Supervise and manage eight full time positions, plus casual staff, and contractors.
- Supervise the management and administration of IT Service Desk services to all TSC clients.
- Provide leadership to the IT Service Desk Team.
- Facilitate effective and collaborative working relationships between team members and with TSC's clients, service providers and end users.
- Establish, review, and maintain efficient and effective operational methods, procedures, and facilities to support the day-to-day functioning of the team and its infrastructure.



- Develop team's annual work plans and establish short- and long-term objectives to meet operational requirements and priorities.
- Set performance targets and monitor progress against agreed quality and performance criteria.
- Allocate responsibilities and/or packages of work, including supervisory responsibilities.
- Analyse and adjust team work plans and workloads as required for continuous improvements and to meet critical and/or emerging issues impacting IT Service Desk services on a government wide or department specific basis.
- Perform staff appraisals, provide effective feedback, throughout the performance management cycle and participate in team staffing and disciplinary procedures.
- Mentor and develop staff, providing support, guidance, training, and cross training to support professional development and team efficiency and effectiveness.
- Inform staff about governmental, departmental, and divisional priorities and processes.
- Forecast and manage the team's budget.
- Provide staff with access to necessary resources, supplies, equipment, and information.
- Prepare terms of reference and statements of work to direct contractors.

WORKING CONDITIONS

Physical Demands

Consistent with the typical GNWT office environment while working in the office.

Environmental Conditions

Consistent with the typical GNWT office environment.

Sensory Demands

Consistent with the typical GNWT office environment.

Mental Demands

The incumbent is required to address service incidents that impact the operation of the GNWT, and therefore may require rapid response and resumption of service. These incidents may occur any time, 24 hours a day, 365 days a year.

Mental fatigue is common because of the heavy workload, balancing competing priorities, sorting through conflicting information, the periodic need for intense analytical work and the pressures of complex projects often impacted by tight deadlines. Unexpected demands, competing demands and ambiguity frequently add to the stress and mental fatigue.

The incumbent may be required to be on-call for extended periods or on a rotational basis 24/7 to fulfill the above responsibilities.



KNOWLEDGE, SKILLS, AND ABILITIES

- Technical knowledge that enables the incumbent to participate effectively in the review, diagnose and troubleshooting of technical problems involving end user hardware and software, including performance issues; skilled in troubleshooting and diagnosing complex end user hardware, software, and OS problems.
- Technical knowledge of client service best practices and IT Infrastructure operations and support.
- Ability to troubleshoot/resolve clients' operational problems in an efficient manner and either resolve the problem or identify the nature of the problem and forward it to the appropriate place for resolution.
- Knowledge of security and privacy controls and the ability to recognize and mitigate risk.
- Technical knowledge in using Microsoft Active Directory (AD), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP) and Group Policy Objects (GPO's) as it relates to workstations, peripherals, printers, user accounts and groups.
- Knowledge of and ability to implement processes in accordance with the Information Technology Infrastructure Library (ITIL).
- Ability to apply Incident Management, Change Management, Configuration Management, Release Management and Problem Management practices.
- Knowledge of Project Management practices and how to apply them effectively.
- Communication and interpersonal skills (oral, written and presentation skills) and ability to explain technical issues using appropriate terminology based on the audience.
- Ability to effectively facilitate collaboration between stakeholders, IT professional and business units to design solutions that address their business needs.
- Ability to adapt tactics to fit different situations, or clients.
- Proficiency in asking a series of probing questions to get at the root of a situation or problem, below the surface of issues presented.
- Proficiency at breaking down complex technical problems into pieces and link the pieces together in logical order (i.e., A leads to B).
- Ability to use knowledge of IT theory or of past trends or situations to look at new problems; including applying and modifying complex learned concepts or methods appropriately.
- Ability to participate willingly and support team decisions and do an equitable share of the work, including sharing all relevant and useful information with the team.
- Ability to promote buy-in by team members to a group's mission, goals, agenda, climate, tone, and policies.
- Ability to give specific positive and constructive feedback for developmental purposes, including giving constructive feedback in behavioral rather than personal terms, and expressing positive expectations for future performance.
- 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 bachelor's degree in computer science, information systems or a related field and three years of experience in the IT industry with one year of supervisory or leadership experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid Canadian Driver's License, equivalent to NWT Class 5 or better.

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 record 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