



IDENTIFICATION

Department	Position Title	
Finance	Workplace IT Support Team Lead	
Position Number	Community	Division/Region
15-11479	Yellowknife	Technology Service Centre (TSC)

PURPOSE OF THE POSITION

The Workplace IT Support Team Lead is responsible for leading a diverse team of specialists to oversee and provide advanced level troubleshooting and analysis (Tier 2) Information Technology (IT) support to employees of the Government of Northwest Territories (GNWT) as well as some of its boards and agencies to provide all employees with secure, robust, and reliable access to all systems, data, and business applications they require to work in an efficient and effective manner.

SCOPE

Located in Yellowknife and reporting to the Manager – IT Support Services, the Workplace IT Support Team Lead leads and oversees the highly skilled professional team responsible for troubleshooting, analysing, and resolving escalated Tier 1 and Tier 2 IT problems with the operation, and maintenance of the GNWT desktop, laptop and workplace IT, applications, software and the associated administration and management of these enterprise level assets.

The incumbent is the leading expert in the GNWT on desktop, laptop, and workplace IT infrastructure and the associated hardware, software, and systems. The incumbent is responsible for collaborating on the planning, designing, creation, amending, verification, testing and documentation of new and amended desktop, laptop, and workplace IT systems, and troubleshooting escalated IT problems to deliver the agreed upon services to all clients. This role requires the knowledge to manage and understand highly technical concepts such as desktop, laptop and workplace IT, industry best practices, data assurance, hardware and software lifecycle management, security standards, access controls and privacy requirements.

The Technology Service Centre (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, boards, and agencies it serves.

TSC IT Support Services are used 24 hours a day, 365 days a year to address issues with desktops, laptops and workplace IT infrastructure that are used by 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 Workplace IT support practices to provide efficient and effective on-site client services.

- Provide the GNWT with strategic advice on delivering well-coordinated hands-on technical support in Yellowknife and all regions 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 workplace support tools, techniques, documents, and processes.
- Establish and oversee technical support service delivery and associated documentation standards, processes, and procedures.
- Lead the development and maintenance of complete documentation for all TSC Workplace IT technical support services.
- Provide strategic and technical advice and leadership in Workplace IT services delivery, administration, and maintenance.
- Define and direct the implementation of individualized procedures and processes used by the Workplace IT Support Team.



- Identify and define business requirements and research and determine solutions to sustain/enhance the effective and efficient delivery of Workplace IT services.
- Contribute to the content of Requests for Proposals (RFPs) and Tenders for the desktop, laptop and workplace IT infrastructure, associated hardware, software, and services.

2. Lead, investigate, coordinate, and evaluate the resolution of critical and emerging Tier 2 Workplace IT service 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 Tier 2 Workplace IT services and follow these priorities consistently in responding to TSC's clients.
- 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 2 troubleshooting for Workplace IT infrastructure problems, in collaboration with other TSC Section staff, as well as department and GNWT staff as appropriate.
- Resolve complex Tier 2 Workplace IT service issues including assigning tasks to other Workplace Support Team members.
- Build collaborative relationships with other sections within the TSC to facilitate communication response to service issues and that these service issues and incidents and their resolution are communicated to clients.
- Collaborate on the development of installation checklists, troubleshooting guidelines and documentation.
- Support the review of complex Workplace IT 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 the client departments and end users.

- Work with client departments to determine and/or clarify project parameters, specifications, and desired outcomes.
- Conduct enterprise level project planning and design including designing the Workplace IT 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 hardware and operating systems (OS) or other software including allocating and overseeing tasks to Workplace IT Support 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 adjust as necessary.
- 4. Establish and maintain Workplace IT 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 policies and practices to provide a robust and proactive approach to Workplace IT services.
 - Oversee Workplace IT security activities such that only approved and authorized access to Workplace IT infrastructure occurs.
 - 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 Workplace IT hardware, software, and Tier 2 services.**
- Act as first point of escalation for clients seeking to raise awareness of challenging on-site situations.
 - Monitor, evaluate and report on usage and capacity.
 - Identify areas for immediate and/or continuous improvement.
 - Develop and implement Quality Assurance models and feedback for continuous improvement.
 - Provide reports on Workplace IT Tier 2 services effectiveness, including metrics on response times, availability of key services.
 - Develop Workplace IT Tier 2 services utilization and trending reports to proactively forecast necessary changes to Workplace IT support services.
 - Maintain consistency and accuracy of appropriate records on Workplace IT maintenance and installations.
- 6. Manage the human and financial resources of the Workplace IT Support Team, including contractors.**
- Supervise and manage 14 full time positions, plus casual staff, and contractors.
 - Supervise the planning and installation of Desktop, Laptop and Workplace IT services to all TSC clients.
 - Provide leadership to the Workplace IT Support 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 teamwork plans and workloads as required for continuous improvements and to meet critical and/or emerging issues impacting Workplace IT 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

The incumbent will be required to use the combined senses of sight and touch while installing hardware components into desktop computers. This combined use of senses may cause moderate levels of sensory demands on the incumbent for short periods of time.

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.
- Technical 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.
- Technical knowledge of risk analysis, disaster recovery, and planning for end user client hardware and software.
- Technical knowledge of capacity planning as it relates to end user hardware and software.
- 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 obtained 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