



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	Regional Workplace IT Support Analyst	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-11508	Fort Simpson	Technology Service Centre (TSC)

## **PURPOSE OF THE POSITION**

The Regional Workplace IT Support Analyst provides direct information technology (IT) technical support and follow-up, including on-site, to employees of the Government of the Northwest Territories (GNWT) as well as some of its boards and agencies within a regional centre 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 Fort Simpson and reporting to the Workplace IT Support Team Lead, the incumbent is one of several Regional Workplace IT Support Analysts responsible to provide rapid response and technical support to workstation and network users within the Technology Service Centre (TSC) mandate across all GNWT departments, boards, and agencies in their regional centre.

The incumbent has advanced technical knowledge in the GNWT on desktop, laptop, and workplace IT infrastructure and the associated hardware, software, and systems. In this role, the incumbent is often required to make high pressure, complex implementation, and operational decisions. Frequently, and in consultation with, a TSC Server/Network Infrastructure Analyst in Yellowknife, the incumbent may assist with maintaining the server/network environment within their region.

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 remaining cost effective to successfully meet the objectives of the GNWT departments, boards, and agencies it serves.

TSC Client IT 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. Provide on-site Tier 2 technical support to all clients of the TSC requiring hands-on technical support or assistance, within the region where the incumbent is located.**
  - Install, maintain, and analyze computer workstations, peripherals, printers (network and local), software, operating systems, and security components at regional offices/sites.
  - Analyze and resolve incidents referred from the Client IT Service Analysts based on incident priorities established in the online incident management system, and direction from the Workplace IT Support Team Lead.
  - Work independently to resolve incidents, calling on other TSC staff and third parties promptly for assistance if an incident cannot be resolved independently.
  - Utilize remote access and diagnostic tools to troubleshoot and resolve computer workstation, printer, and LAN issues.
  - Record all client incidents or requests for service in the incident management system, update on a timely basis as service incidents are responded to, with sufficient quality and detail that another technician can assume responsibility for the next step in incident resolution; Direct local TSC clients to call the TSC Service Desk to report incidents or request service.
  - Escalate incidents and/or consult promptly with other TSC staff when the incumbent encounters difficulty in analyzing or fixing a problem.
  - Provide one-on-one user training on use of standard desktop products as required.



- Interpret technical or procedural manuals for non-technical users as required (i.e., put into plain language).
- Prioritize, co-ordinate and manage their days, including travel to and within the communities with assistance from the Workplace IT Support Team Lead if/when required Coordinate with Financial and Asset Management Officers to validate the receipt of systems/services received from vendors and external service providers.
- In coordination with the Workplace IT Support Team Lead, monitor the status of IT projects at regional office/sites.
- Apply all relevant technical standards, procedures, and tools.
- Implement standard solutions, and non-standard workarounds where required.
- Follow priorities for incident and problem resolution, monitor progress and apply escalation procedures based on client needs and established policies and procedures.
- Manage configuration requests for related switching equipment used by GNWT departments, boards, and agencies as required in the community.
- Depending on the community and on contracts in place, the incumbent may need to work with, and provide technical knowledge to third party service providers to resolve or coordinate the resolution to incidents or related IT support work.

**2. Provide support and consultation of the TSC Asset Management processes, procedures, and policy.**

- Implement the evergreening program supported by the TSC.
- Schedule and undertake Evergreening with due consideration for client requirements and the need for minimal disruption during the Evergreening process.
- Perform the surplus process for all computers and related equipment that are being taken out of service, including fully erasing hard drives of any confidential GNWT data.
- Assist in the maintenance and update of the TSC asset/inventory information to appropriately account for all hardware and software licensed to the GNWT.

**3. Provide input and support to the Manager, IT Support Services and Workplace IT Support Team Lead so that they can align TSC services and support consistently across all IT Support Services teams.**

- Understand and follow processes implemented in accordance with the Information Technology Infrastructure Library (ITIL). ITIL is a discipline for applying industry best practices to an IT infrastructure and support organization. The incumbent will be involved in several processes, but primarily Incident Management.
- Participate in the preparation of required reports on Service Desk statistics and activities.
- Share learned knowledge with team members.
- Identify/recommend changes to tools/processes/documentation to improve service quality.
- Contribute to the development, verification, and maintenance of Service Desk procedures and processes and provide content to the knowledge base system.



- Participate in the occasional exchange of duties and knowledge transfer with Client Service Analysts in consultation with the Workplace IT Support Team Lead or the IT Support Services Manager.
- Understand Client Service Agreements and service level targets and monitor adherence to those agreements and targets.
- Participate, as required, in various IT projects designed to support or enhance the IT infrastructure. These projects may include, for example, research, software and hardware evaluation, quality assurance, and implementation. They may require coordination and cooperation with other TSC staff or with GNWT staff external to the TSC.
- Assist in troubleshooting and installing any hardware or software issues that occur in the server environment, at the request of Server Infrastructure Analysts.
- Assist in troubleshooting any hardware or software issues that occur in the network environment, at the request of Network Analysts.
- Provide hands-on support in the incumbent's region and, at times, provide on-site assistance outside the incumbent's region.

**4. Support Client IT Service Analysts in the delivery, provision, and execution of remote rapid response for service requests to all clients requiring technical support and assistance received through the IT Service Desk.**

- Provide first line computer hardware and software support, including incident identification, recording, classification, investigation, diagnosis, and assessing, resolution and recovery to a normal operating state, incident closure, tracking, monitoring, and communication within specified timelines.
- Articulately respond to client questions/concerns/complaints in a professional, courteous, and consistent manner.
- Elicit additional information from clients to diagnose issues and act as a liaison between clients and technical teams.
- Demonstrate an understanding of the various TSC supported systems and department specific uses of IT services and their related trouble-shooting procedures.
- Learn and maintain technical/business knowledge to support clients to quickly understand and resolve service requests.
- Create and manage user accounts including new employee requests, permission changes, and access removal.
- Use remote software and diagnostic tools to triage and resolve incidents.
- Refer complex service requests that cannot be resolved to relevant area, appropriate support group/person or management along with diagnostic information.
- Monitor progress on problem resolution and advise clients on status throughout the lifecycle of the service request.
- Provide clients with information on system updates, errors, and features.
- Complete the formal conclusion of service requests, including monitoring client satisfaction.



- Recognize possible trends/problems and communicate to colleagues and management.

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

## **WORKING CONDITIONS**

### **Physical Demands**

The incumbent will spend a significant amount of time (4-6 hours per day) working at and walking to and from different work sites; the position requires physical effort lifting and carrying computer hardware (5 lbs. to 25 lbs.); and working in awkward positions and confined spaces while connecting computers (i.e. crawling under desks) and installing cabling which may cause moderate levels of physical stress. The incumbent also spends significant time at a computer monitor.

### **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 will be working with clients all day and will be required to address service requests that require rapid response and significant re-prioritization of workload, on an ongoing basis. There could be daily incidents where clients who are anxious for their PC issue to be resolved may be difficult or disrespectful which can cause moderate to high level of stress for short periods of time.

TSC clients may try to influence the incumbent to provide services outside the scope of TSC Service Level Agreements, and/or GNWT/TSC policies, and procedures. The incumbent is also faced with conflicting priorities from clients and from TSC managers which may cause moderate to high level of stress.

Occasional duty travel is required to perform the duties of this job. Typically, this consists of 1 or 2 trips per quarter of 1- or 2-days duration each and 1 trip per year of up to 1 week.

## **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.

- Knowledge of client service best practices and IT Infrastructure operations and support.
- Experience with troubleshooting/resolving clients' operational problems in an efficient manner and either resolving the problem or identifying the nature of the problem and forwarding it to the appropriate place for resolution.
- Significant 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 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 listen and respond positively in all client situations.
- Ability to adapt tactics to fit different situations, or clients.
- Ability to ask a series of probing questions to get at the root of a situation or problem, below the surface of issues presented.
- Ability to break 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 equal share of the work, including sharing all relevant and useful information obtained with the team.
- 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 or information systems with one year of related experience in the IT industry.

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