



## IDENTIFICATION

Department	Position Title	
Finance	Service Analyst	
Position Number	Community	Division/Region
15-13238	Yellowknife	Information Systems Shared Services

## PURPOSE OF THE POSITION

The Service Analyst provides technical support, guidance, and advice to users across the GNWT on a variety of applications, solution platforms and services, provided by the Information Systems Shared Service, they contribute to the overall planning and prioritization of client requests for services and assistance, service disruptions, incidents, and the resolution of problems. Client Care administers the enterprise conferencing platforms and Microsoft 365 addons. Finally, Client Care supports the citizens of the NWT with issues they may find accessing the GNWT e-Services portal: calls received via mail or phone, are handled with the same care and attention as the internal calls received.

## SCOPE

Located in Yellowknife and reporting to the Manager, Client Care, the Service Analyst delivers the Application Services customer service functions. Acting as a primary point of contact to support service users and clients reporting issues. Requesting information, access, or other services including small scale system or website development or enhancement. The position undertakes delivery of customer service through multiple channels including human, digital, self-service, and automated. Services are delivered to GNWT departments and the NWT Housing Corporation.

This position assists in the analysis and proactive management of business demand for new operational services or modifications to existing service features or volumes. Collaborating with the business, other Application Services units, and the ISSS' IMT Business Partners and the Manager IT Investment to prioritise demand to improve business value. Developing and communicating insights into patterns of demand. Proposing responses to meet both short term and long-term demand and facilitating decision making and planning. Supports demand analysis and planning with complementary operational and change planning processes.



This also includes the processing and coordination of appropriate and timely responses to incidents and service requests, the provision of routine application maintenance and support services, either directly to users of the systems or to other service delivery functions. Support typically includes investigation and resolution of issues, devising corrections (permanent or temporary) for faults, updating documentation, or defining enhancements and may also include performance monitoring. Issues may be resolved by providing advice or training to users, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress towards service restoration.

Support often involves close collaboration with the Senior Service Analyst, system's developers and/or with colleagues specializing in different areas, such as Database administration or Technical Services.

This position interacts with and influences colleagues' daily priorities. Has working level contact with clients, suppliers, and partners. It may lead the work of others or make decisions which impact the work assigned to other individuals or phases of projects, including the work of staff in other departments. The incumbent understands and collaborates on the analysis of user/client needs and represents this in the work.

There is a variety of work, often complex and non-routine, in a variety of environments, requiring the application of a methodical approach to issue definition and resolution.

There is a requirement for security and privacy in the work and the operation of the organization. The position seeks specialist security and privacy knowledge or advice when required to support the work or work of immediate colleagues.

This position operates under general direction within a clear framework of accountability, and holds individual responsibility with respect to planning, scheduling, and monitoring its own work (and that of others where applicable) to meet given objectives and processes within limited deadlines and according to relevant legislation, standards, and procedures.

## **RESPONSIBILITIES**

### **1. Provides customer service functions to all clients of the ISSS.**

- Acts as the routine contact point, receiving and handling requests for support.
- Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution.
- Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
- Assists with the development of standards, and applies these to track, monitor,



report, resolve or escalate issues.

- Contributes to creation of support documentation.
- Assists in database support activities.

**2. Executes incident handling procedures.**

- Following agreed procedures, identifies, registers, and categorises incidents.
- Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
- Maintains records and advises relevant persons of actions taken.
- Investigates causes of incidents and seeks resolution.
- Escalates unresolved incidents.
- Documents and closes resolved incidents according to agreed procedures.
- Assists in the root cause analysis and informs service owners to minimise probability of recurrence and contribute to service improvement.

**3. Performs tier-one application operations and support.**

- Identifies and resolves issues with applications, following agreed procedures.
- Uses application management software and tools to collect agreed performance statistics.
- Carries out agreed applications maintenance tasks. Maintains application support processes, and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues,
- Assist in the collection of performance statistics and creation of reports.

**WORKING CONDITIONS**

**Physical Demands**

No unusual demands.

**Environmental Conditions**

No unusual demands.

**Sensory Demands**

No unusual demands.

**Mental Demands**

Travel to regional and vendor offices may be required from time to time.



## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT.
- Knowledge of server environments, platform software and their tuning and optimization.
- Knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK).
- Knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBM) Business Analysis Body of Knowledge (BABOK Guide).
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Ability to write proposals, such as option analysis and solution recommendations.
- Knowledge of ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assesses and evaluates risk and impact.
- Ability to maintain an awareness of developments in the industry.
- Verbal, written and presentation skills.
- Ability to translate complex technical concepts into an easy-to-understand information.
- Generic, domain and specialist knowledge necessary to perform effectively in the organization.
- Understanding of the wider business context.
- Ability to take action to develop own knowledge.
- Ability to contributes fully to the work of teams; appreciates how own role relates to other roles and to the business of the ISSS or client.

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

An undergraduate degree in a relevant field with 2 years of experience.

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