



IDENTIFICATION

Department		Position Title	
Finance		Service Analyst	
Position Number		Community	Division/Region
15-13238		Yellowknife	Application Services/HQ

PURPOSE OF THE POSITION

The Service Analyst provides front line technical support, guidance and advice to users across the GNWT on a variety of applications, solutions platforms and services provided by the Information Systems Shared Service and contributes to the overall planning and prioritization of client requests for services and assistance, service disruptions and incidents, and the resolution of problems.

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.

The position assist 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 prioritize demand in order 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 channeling 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 system's developers and/or with colleagues specializing in different areas, such as Database administration or Technology Services.

The position interacts with and may influence immediate colleagues. Has external contact with clients, suppliers and partners. May have more influence in own domain. Aware of need to collaborate with team and represent users/client's needs.

There is a variety of work, often 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.

The position works under routine direction and uses discretion in resolving issues or enquiries and responding to issues and assignments. Works without frequent reference to others. The position holder uses its discretion to determine when issues should be escalated to a higher level position.

The position plans, schedules and monitors its own work 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 categorizes 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 in order to minimize probability of recurrence and contribute to service improvement.
- Assists in the production of metrics and reports on performance of incident management process.

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 create reports.

WORKING CONDITIONS

Physical Demands

Occasional need to move equipment that may weigh up to 50 lbs.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

There are client expectations for quality and timely completion of service restoration activities. Work volumes are high and overtime may be required to meet service demand. Travel to regional and vendor offices may be required from time to time.

KNOWLEDGE, SKILLS AND ABILITIES

- Working 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;
- General knowledge of server environments, platform software and their tuning and optimization
- Some knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK);
- Some knowledge of Business Analysis practices such as those defined by the International Institute of Business Analysis (IIBA) 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 draft proposals, such as option analysis and solution recommendations.
- Knowledge of ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk and impact;
- Ability to maintain an awareness of developments in the industry;
- Excellent verbal and written skills, able to translate complex technical concepts into an easy to understand information.
- Sound generic, domain and specialist knowledge necessary to perform effectively in the organization;
- Able to effectively apply knowledge;
- Ability to take action to develop own knowledge;
- Ability to appreciate the wider business context.
- Ability to contribute 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:

Completion of an undergraduate degree in computer science, management information systems or business with 2 years of directly relevant and progressive experience operating and maintaining information systems environments.

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:

- ☐ Required
☐ Preferred