IDENTIFICATION

Department	Position Title	
Finance	Senior Service Analyst	
Position Number	**Community**	**Division/Region**
15-14029	Yellowknife	Information Systems Shared Services

PURPOSE OF THE POSITION

The Senior Service Analyst provides expert 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, they contribute to the overall planning and prioritization of client requests for services and assistance, service disruptions and incidents, and the resolution of problems. Client Care administers the enterprise conferencing platforms and its addons. Finally, we support the citizens of the NWT with issues they may find accessing the GNWT e-Services, calls will be received via mail or phone, and are handled with the same care and attention as the internal calls received.

SCOPE

Located in Yellowknife and reporting to the Manager of Client Care, the Senior 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 is responsible for the 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 undertakes 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 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. Contributes to demand

analysis and planning with complementary strategic, 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 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 appraised 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 Technical Services.

The position interacts with and may 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 position 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. **Delivers a full range of customer service functions to internal clients of the ISSS and the External clients of eService.**
   - Monitors service delivery channels (human, digital, self-service, automated) and collects performance data.
   - Assists the Manager with the specification, development, research, and evaluation of services standards.

- Applies these standards to resolve or escalate issues and gives technical briefings to staff members as well as regular updates and additions to the Client Care Wiki knowledgebase.
- Contributes to and utilizes the organizational frameworks for complaints, service standards and operational agreements.

2. **Executes incident handling procedures and ensures that incidents are handled according to agreed procedures.**
   - Prioritizes and diagnoses incidents according to agreed procedures.
   - Investigates causes of incidents and seeks resolution.
   - Acts as an internal escalation point from ISSS Client care Analysts.
   - Escalates unresolved incidents.
   - Facilitates recovery, following resolution of incidents.
   - Documents and closes resolved incidents according to agreed procedures.
   - Assists in the root cause analysis and informs service owners to minimize probability of recurrence and contribute to service improvement.
   - Assists in the analyses of metrics and reports on performance of incident management process.

3. **Performs tier one and two application operations and support.**
   - 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.
   - Collects performance statistics and create reports.

4. **Performs activities to anticipate, investigate and resolve problems in systems and services.**
   - Initiates and monitors actions to resolve problems in applications, systems, and services.
   - Determines problem causes, fixes/ remedies.
   - Implements agreed remedies and preventative measures.

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.
- Sound generic, domain and specialist knowledge necessary to perform effectively in the organization.
- Working 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:

A relevant undergraduate degree with 3 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