



### **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	Senior Service Analyst	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-14029	Yellowknife	Application Services/HQ

### **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 and contributes to the overall planning and prioritization of client requests for services, service disruptions and incidents, and the resolution of problems.

### **SCOPE**

Located in Yellowknife and reporting to the Manager, 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 priorities 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. 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 influences colleagues, and 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.

The 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 the full range of customer service functions to clients of the ISSS.**

- 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.
- 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.
- 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 in order 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 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 conditions.

**Sensory Demands**

No unusual demands.

**Mental Demands**

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

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Specialist 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;
- Professional 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 assess and evaluates risk and impact;
- Ability to maintain an awareness of developments in the industry;
- Excellent 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 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 4 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