



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Finance	Senior IT Support Administrator	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
15-14689	Yellowknife	Technology Service Centre (TSC)

## **PURPOSE OF THE POSITION**

The Senior IT Support Administrator provides expert level troubleshooting, analysis, and decision-making (Tier 3) information technology (IT) infrastructure support to employees of the Government of Northwest Territories (GNWT), as well as some of its boards and agencies 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 Yellowknife and reporting the IT Support Administrator Team Lead, the Senior IT Support Administrator undertakes the planning, designing, troubleshooting, analysis, testing, maintenance, improvement, modifying, management, and documentation of all new and modified desktop, laptop, and workplace IT systems. The incumbent is also responsible for resolving escalated Tier 2 and Tier 3 IT problems with the operation and maintenance of the GNWT desktop, laptop and workplace IT infrastructure, applications, software and the associated administration and management of these enterprise level assets for workstation and network users.

The Senior IT Support Administrator is a leading expert 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.

The Technology Service Centre (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 cost effective to successfully meet the objectives of the GNWT departments, boards, and agencies it serves.

TSC IT Support Services are used 24 hours a day, 365 days a year to address issues with 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, boards, and agencies to deliver programs and services.

The incumbent is required to be on-call for extended periods or on a rotational 24 hours a day, 7 days a week basis to fulfill responsibilities.

## **RESPONSIBILITIES**

### **1. Manage workstation environment as it relates to architecture and security for TSC's clients.**

- Create system and user status, incident, and activity reports either through system tools or direct Structured Query Language (SQL) queries.
- Create and implement procedures and processes to execute standard daily administration for the computing systems.
- Provide daily administration functions for the desktop management solutions.
- Create requirements and functional specifications, and test plan documents for each application deployment package.
- Create, review, and maintain software and hardware documentation library.
- Maintain patch levels on workplace IT infrastructure throughout the GNWT.



- Maintain Microsoft security patching throughout the enterprise.
- Maintain and manage the workplace IT infrastructure monitoring systems.
- Maintain and manage the workplace IT infrastructure deployment systems.
- Maintain and manage workstation Antivirus solutions.
- Create and maintain PC desktop and laptop images and image deployment strategy.
- Create and maintain hardware independent images.
- Create, code, and maintain automation scripts for workplace IT infrastructure jobs.
- Carry out routine maintenance and systems upkeep.
- Implement new solutions into the enterprise production environment.
- Fine tune and optimize systems to maintain maximum performance benefits.
- Upkeep and support of the Wise Database testing software against all upgrades/patches.
- Provide support of Workstation Operating Systems (OS's) or any other Microsoft desktop production environments.
- Recognize possible trends/problems and communicate to colleagues and management.

**2. Provide on-site Tier 3 IT technical support to all clients of the TSC requiring hands-on technical support or assistance.**

- Actively respond to Tier 3 service requests and prioritize service request response effectively.
- Provide computer hardware and software technical support including incident identification, recording, classification, investigation, diagnosis and assessing, resolution and recovery to a normal operating state, set-up, configuration, installation, maintenance, incident closure, tracking, monitoring, and communication within specified timelines.
- Apply all relevant technical standards, procedures, and tools.
- Maintain currency with new technology, standards, and policies.
- Implement standard and non-standard solutions and workarounds.
- Monitor call records, individual service levels and the status of individual projects.
- Follow priorities for problem resolution, monitor progress and apply escalation procedures based on client needs and established policies and procedures.
- Assist other IT Support Services staff in troubleshooting problems.
- Provide hands-on support in Yellowknife and may at times provide on-site assistance for Regional Workplace IT Support Analysts outside of Yellowknife.
- Assist other TSC groups in identifying and recommending hardware and software requirements for purchase requests.
- Escalate incidents to appropriate service agents, if diagnosis of an incident indicates that further diagnosis, support, and resolution is required.

**3. Support Client IT and Workplace Service Analysts in the delivery, provision, and execution of service requests (escalate Tier 1 and Tier 2 requests) requiring technical support and assistance.**

- 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, and 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 and 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 service requests.
- 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.
- Train IT Support Services staff as required.

**4. Provide input and support to the Manager, IT Support Services, and IT Support Administrator 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 Problem Management.
- Participate in the preparation of required reports on Service Desk statistics and activities.
- Share learned knowledge with team members.
- Recommend changes to tools, processes, and 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, 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.
- Understand Client Service Agreements and service level targets and monitor for adherence to agreements and targets.



**5. Work with members of other TSC sections to support overall TSC objectives, and to assist with operational, maintenance or troubleshooting activities as required.**

- 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.
- Work with asset management to deploy new computers and regional GNWT warehouses to decommission surplus equipment, fully erasing data prior to surplus.
- 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.
- Participate in occasional exchange of duties and knowledge transfer in consultation with the IT Support Administrator Team Lead.

**WORKING CONDITIONS**

**Physical Demands**

The incumbent will spend a various amount of time (1-3 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. The incumbent will be involved in TSC and GNWT departmental projects that will involve deadlines that will cause minimal levels of mental stress.

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 year 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 system 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.
- Advanced 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.
- Advanced 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 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 and three years 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, is also required.

**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