IDENTIFICATION

Department	Position Title	
Finance	Manager, Client Care	
Position Number	**Community**	**Division/Region**
15-15386	Yellowknife	Information Systems Shared Services / HQ

PURPOSE OF THE POSITION

The Manager, Client Care drives the delivery of high-quality support across the Information Systems Shared Services division, provides a single point of contact for all incidents, requests for service and solution enhancements or modifications and manages the day-to-day operational relationship between GNWT departments and the Information Systems Shared Services Client Care function.

SCOPE

Located in Yellowknife and reporting to the Director of Information Systems Shared Services, within the Branch of the Office of the Chief Information Officer, the Manager of Client Care is responsible for the management and operation of the Information Systems Shared Services customer service functions. Acting as the 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 delivery of customer service through multiple channels including human, digital, self-service, and automated. Services are delivered to all GNWT departments and Housing NWT.

This includes 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 Information Systems Shared Services units, and the IMT Business Partners in the Governance, Planning and Security division, 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. Integrating 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 operational maintenance and support services, either directly to users of the systems or to 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 appraised of progress towards service restoration.

Support often involves close collaboration with the system's developers and/or with colleagues specialising in different areas, such as Database administration or Network support.

The incumbent is supported by a technical team of specialists and works across the Information Systems Shared Services division to engage and coordinate other specialists as required.

The incumbent is responsible for an extensive range and variety of complex technical and/or professional work activities. Client Care undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. The manager understands the relationship between own specialism and wider customer/organisational requirements.

The incumbent works under broad direction. However, work is often self-initiated. The manager is fully responsible for meeting allocated technical and/or project and supervisory objectives. She or he establishes milestones and has a significant role in the assignment of tasks and/or responsibilities to the five teams of specialists that execute system development, project management and business analysis services.

The incumbent influences the organisation, clients, suppliers, partners, and peers on the contribution of the Client Care team and Information Systems Shared Services division. The Manager builds appropriate and effective business relationships at the senior management, management, and operations layers of departments. The incumbent makes decisions which impact the success of assigned work, i.e., results, deadlines, and budget and has significant influence over the allocation and management of resources appropriate to given assignments. They lead on user/customer collaboration throughout all stages of work to ensure users' needs are met consistently through each work stage.

The incumbent is fully familiar with recognised industry bodies of knowledge both generic and specific and actively seeks out new knowledge for own personal development and the mentoring or coaching of others. They develop a wider breadth of knowledge across the industry or business and applies that knowledge to help to define the standards which others will apply.

The incumbent demonstrates leadership, communicates effectively, both formally and informally and facilitates collaboration between stakeholders who have diverse objectives.

The Manager analyses, designs, plans, executes, and evaluates work to time, cost and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement of the division. The incumbent takes all requirements into account when making proposals and demonstrates creativity, innovation, and ethical thinking in applying solutions for the benefit of the client/stakeholder.

The incumbent proactively ensures security is appropriately addressed within their area by self and others and engages or works with security and privacy specialists as necessary. This role contributes to the security culture of the organisation.

RESPONSIBILITIES

1. **Responsible for the full range of customer service functions and contributes to the development of implementation frameworks.**
   - Designs and implements the organisational frameworks for complaints, service standards and operational agreements.
   - Defines service channels, service levels, standards, and the monitoring process for customer service staff.
   - Provides leadership to deliver the service culture required to deliver required organisational outcomes.

2. **Implements and improves demand management analysis and planning activities for operational services and minor application or website enhancements.**
   - Provides advice to help stakeholders adopt and adhere to the agreed demand management approach.
   - Performs what-if analyses and scenario planning; develops insights and proposals to improve business value.
   - Manages the process of integrating demand management with complementary strategic, operational and change management processes.
   - Reviews new business proposals; provides advice on demand issues and routes requests to the right place.
   - Works with business representatives and Information Systems Shared services units to agree and implement short-term and medium-term modifications to demand.
   - Maintains a register of business requests, including the status of each request, reporting as required.

3. **Develops incident handling procedures and ensures that incidents are handled according to agreed procedures.**
   - Maintains tier 1 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, collect performance statistics and create reports.
   - Oversees escalated incidents to responsible service owners and seeks resolution.
   - Facilitates recovery, following resolution of incidents.
   - Ensures that resolved incidents are properly documented and closed.
   - Analyses causes of incidents and informs service owners to minimise probability of recurrence and contribute to service improvement.
   - Analyses metrics and reports on performance of incident management process.

4. **Manages the Client Care unit's work and human resources.**
   - Allocates responsibilities and/or packages of work.
   - Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.
   - Provides effective feedback, throughout the performance management cycle, to ensure optimum performance.
   - Proactively works to ensure effective working relationships within the team and with those whom the team interacts with.
   - Provides support and guidance as required, in line with individuals' abilities.
   - Encourages pro-active development of skills and capabilities and provides mentoring to support professional development.
   - Provides input into formal processes such as job description development and disciplinary procedures.

5. **Advises on financial planning and budgeting of the Division.**
   - Develops financial plans and forecasts.
   - Monitors and manages IMT expenditure, ensuring that all financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances.
   - Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects, and component cost models and the allocation and apportionment of all incurred IT costs.
   - Analyses actual expenditure, explains variances, and advises on options in use of available budget.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

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, particularly related to Incident Management and demand management.
- Technical 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).
- Knowledge of software development methods, practices, and processes.
- Knowledge of standard budgeting and accounting concepts and techniques.
- Ability to implement standard operational management tools and processes.
- Experience with ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk leveraging guidance from ISO 31000.
- Ability to maintain an awareness of developments in the industry.
- Verbal, written and presentation skills, especially for an executive audience.
- Ability to lead individual staff and teams including coaching, development, and performance management.
- 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:

Completion of an undergraduate degree in computer science, management information systems or business with five (5) or more years of directly relevant and progressive experience including one (1) year supervising staff.

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