



## IDENTIFICATION

Department	Position Title	
Finance	Web Solution Technician	
Position Number	Community	Division/Region
15-15399	Yellowknife	ISSS

## PURPOSE OF THE POSITION

The Web Solution Technician assists and contributes to the design, development, acquisition, implementation and ongoing improvement of the GNWT web-based products, services and solutions to support all department's needs for proactive communications, information sharing and service delivery.

## SCOPE

Located in Yellowknife and reporting to the Manager, Web Services, within the Application Services team, the Web Solution Technician participates in the design and development of web systems and solutions to meet specified requirements, compatible with agreed systems architectures, adhering to corporate standards and within constraints of performance and feasibility. Services are delivered to all GNWT departments and the NWT Housing Corporation.

The incumbent works across a diverse set of technologies, including web architecture, components, programming and scripting languages and content management platforms to deliver unique and specialized internal and external web based solutions. They monitor emerging trends and technologies, translating them into design specifications, then planning, estimating and executing systems development and/or acquisition and operations and maintenance of same. This may occur in collaboration with the Solution Services, Technology Services, and Information Security and Technology Services Centre teams.

The position operates under routine direction, uses discretion in resolving issues or enquiries, and works without frequent reference to others.



The incumbent interacts with and may influence immediate colleagues and has external contact with clients, vendors and partners and is aware of the need to collaborate with the project team and represent users/client needs.

The incumbent performs a range of work activities in varied environments and contributes to routine issue resolution.

The incumbent is fully aware of and complies with essential organisational information and cyber security practices expected of the individual.

## **RESPONSIBILITIES**

### **1. Undertakes systems development or acquisition and implementation of small and medium web technology projects.**

- Under supervision, applies appropriate systems development / implementation methods, tools and techniques utilizing predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- Reports on the progress of development / implementation projects, and carries out projects in accordance with agreed architectures, standards, methods and procedures (including secure software development).
- Contributes to the development of road maps to communicate future development activity.

### **2. Performs release management activities associated with small and medium web product or solution implementations, upgrades and enhancements**

- Assesses and analyses release components relate to web products and services.
- Carries out the builds and tests in coordination with testers, business analysts, and project managers.
- Develops and maintains appropriate documentation and configuration records.
- Applies release processes and procedures.
- Carries out early life support activities such as providing support advice to initial users.

### **3. Undertakes problem management activities to ensure continuous improvement of web services and solutions.**

- Initiates and monitors actions to investigate and resolve problems in systems, processes and services.
- Assist in determining problem fixes/remedies.
- Assists with the implementation of agreed remedies and preventative measures.



## **WORKING CONDITIONS**

### **Physical Demands**

No unusual conditions.

### **Environmental Conditions**

No unusual conditions.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Occasional travel to vendor or regional offices may be required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of web development platforms including leading content management solutions.
- Knowledge of system design and development methods and practices, particularly related to the internet and web based solutions.
- Knowledge of system analysis and design processes and practices.
- 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.
- Ability to assess and evaluate risk and impact to effectively prioritize.
- Ability to maintain an awareness of developments in the industry.
- Skilled in effective communication.
- Ability to take action to develop own knowledge.
- 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 1 year of relevant experience in the design, development and implementation of enterprise web solutions.

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