



## IDENTIFICATION

| Department      | Position Title          |  |
|-----------------|-------------------------|--|
| Finance         | Telecom Project Officer |  |
| Position Number | Community               | Division/Region  |
| 15-15919        | Yellowknife             | Technology Service Centre<br>– Corporate IT Projects and<br>Planning |

## PURPOSE OF THE POSITION

The Telecom Project Officer is responsible for the system programming, installation, set up, troubleshooting and administration for all Government of the Northwest Territories Telecom systems. This position assists with all phases of Telecom projects, from inception through implementation, to evaluation and continued operations. Services are provided in accordance with the direction and mandate of the Technology Service Centre, and with standards developed by the Informatics Policy Committee, Office of the Chief Information Officer or by a Government of the Northwest Territories Standards Committee.

## SCOPE

Located in Yellowknife and reporting to the Manager, Corporate IT Projects and Planning, the Telecom Project Officer is responsible for understanding the business requirements for various Telecom services and supports and assists in the development of telecom solutions for TSC clients (both Enterprise and department level solutions). Once solutions are defined and approved, the Telecom Project Officer is responsible to work with the appropriate TSC resources and/or Clients and their team(s) to ensure that the solutions are implemented. This includes managing the project tasks, dates, and deliverables for their own work as well as the work performed by other TSC staff.

The position requires an in-depth understanding of the GNWT Avaya Aura telephone system and holds responsibility for day-to-day detailed programming and administration of the system. The incumbent will assist the IT Project Manager-Internal in identifying and meeting critical success factors and other metrics related to the successful completion of any departmental Telecom projects involving TSC infrastructure.



The Telecom Project Officer applies project management methodology including, but not limited to project planning, scheduling, communication, monitoring, risk management and contingency planning.

## **RESPONSIBILITIES**

### **1. Assists in the design, planning, implementation, and maintenance of the GNWT's Enterprise Avaya Aura Telephone System through:**

- The ongoing implementation of the GNWT phone system to the regional communities.
- The implementation of the Avaya Onex application (desktop integration), the Avaya Aura Teleconferencing solution for the GNWT, the Avaya Aura Unified communications solutions and the Avaya Call Centre functionality for the GNWT.
- The development of training guides, videos, and presentations for end users and future Avaya Aura System enhancements.
- The gathering and assessing of Telephony business requirements for new clients.
- Working with contractors for project planning, implementation, and incident management.
- Completing day-to-day detailed programming and system administration of the Avaya Aura Communications Manager and System Manager (MACs -Moves, Adds, Changes).
- Liaising with TSC Infrastructure staff to understand infrastructure requirements and/or impacts.
- Providing on-site services such as setting up new phone sets, basic end user training and troubleshooting.
- Assisting with Call Detail Reporting set up, hierarchy, programming, and reporting.
- Ensuring proper Change Management procedures are followed.
- Assisting with development of schedules for installations and training.
- Working with clients to create and program Auto attendant scripts.
- Assisting with ongoing requirement gathering sessions for existing Clients.
- Program and maintain digital trunk line assignments.
- Ensuring proper document management practices are being followed.
- Collaborating with NorthwesTel on repair issues, redirects, fix forwards, PRI's, Dill's etc.
- Managing phone set/programming issues as they arise.
- Utilizing the TSC's Service Desk Software for VoIP (Voice over Internet Protocol) trouble ticketing.

### **2. The Telecom Project Officer assists the IT Project Manager-Internal with the design, planning, implementation, and maintenance of the GNWT's Mobile Device Management Strategy, Service offering, and systems. Provides assistance with:**

- The ongoing implementation of the GNWT's Mobile Device Management service offering.
- The ongoing Procurement standardization of approved enterprise hardware.
- The pre-configuration of devices using tools such as Apple Configurator.



- Configuring active devices with containerization using tools such as Dynamics to administer COPE (Corporate Owned, Personally Enabled) policies.
  - Configuring security, encryption, and virus protection on GNWT owned mobile devices.
  - Ensuring GNWT mobile devices are compliant and that operating systems are up to date.
  - Training users in the use and policies for GNWT mobile devices.
  - Implementing the proper policies and procedures for lost or stolen devices, the GNWT Travel Directive for GNWT mobile devices, and proper Asset management and tracking for all GNWT owned mobile devices.
  - Contract management for all GNWT mobile devices.
  - Ensuring proper lifecycle maintenance is followed for all GNWT owned mobile devices.
  - Proper surplus and disposal of GNWT mobile devices.
3. **Coordinates and manages small to medium-sized departmental Telecom projects where TSC is the lead, to ensure that all work and activities are consistent with approved objectives, plans, and budgets and that the project is fully implemented within the required time frames by:**
- Working with partners across the TSC and departments, to identify Telecom solution options, considering current processes and challenges.
  - Ensuring the Telecom solution is manageable and sustainable.
  - Developing Project Charter(s) for review and approval by the Manager, Corporate IT Projects, and Planning.
  - Fully documenting the project scope, schedule, budget, milestones, issues, and risks, including mitigation plans.
  - Overseeing the work progress of each area of the plan and ensuring all departmental and inter-departmental activities are accurately tracked and reported on.
  - Contributing to the development and implementation of a communication strategy; Establishing metrics to ensure the Telecom solutions can be measured and monitored for continued effectiveness.
  - Providing ongoing operations advice for departmental Telecom solutions.
4. **Provide support for third party Telecom solutions where TSC is not the lead, to ensure solutions are not in conflict with other GNWT Enterprise or departmental Telecom implementations.**
- Assist the IT Project Manager-Internal to assess non-Enterprise Telecom solutions.
  - Assist contractors to understand demarcation points and cabling with GNWT Telecom solutions.
  - Act as an advisory resource for departments to understand operational impacts of 3rd party systems.
5. **Provide support to the IT Project Manager-Internal project proposals, activities, and initiatives.**



- Maintain a working understanding of all Enterprise and departmental Telecom projects and be able to stand in for the IT Project Manager, Internal during times of absence or during times of vacancy.
- Investigate and/or address issues and develop correspondence, briefing notes, submissions, and position papers.
- Work with the IT Project Manager-Internal and provide, as appropriate, regular project reporting.

## **WORKING CONDITIONS**

### **Physical Demands**

Three to four (3-4) hours per day are spent working at and walking to and from different work sites. Physical effort occurs when lifting and carrying telephones and related desktop hardware and working in awkward and confined spaces while connecting phones to computers under and around desks/furniture.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

No unusual demands.

### **Mental Demands**

Duty travel to regional offices will be required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of the project management process, including project planning, scheduling, contracting, and supervision of professional consultants and contractors.
- Knowledge of the GNWT's IT infrastructure and telephony systems.
- Understanding of telecom systems architecture and an ability to work with contractors to plan and troubleshoot complex Telecom systems, taking advantage of existing and emerging technologies.
- Knowledge of Telecom components, practices, and operations.
- Project Management Skills with knowledge and an ability to implement established project management methodologies for small to midsize, multi-stakeholder projects, thereby ensuring effective planning, implementation, monitoring, and evaluation activities occur.
- Ability to interact effectively with other individuals and groups.
- Ability to work within a long-term perspective in addressing client's problems.
- Problem solving skills.



- Ability to work independently or with a team to solve complex problems; Decision Making: ability to make on the spot decisions based on knowledge, experience and contributing factors.
- Desire to increase order in the surrounding environment, expressed in such forms as monitoring and checking work or information, insisting on clarity of roles and functions, and setting up and maintaining systems of information.
- Ability to be able to negotiate requirements, timelines, budgets, etc. and being able to adapt to any changes or pressures from key stakeholders.
- Work in a high stress multi-tasking environment with tight deadlines.
- Deal with individuals where a high degree of tact and diplomacy is required.
- Apply planning, time management and scheduling skills.
- Work in a cross-cultural environment with a diverse group of clients and staff.
- 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 with 2 years of relevant experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Knowledge of project management in a northern environment considered an asset.

**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