



IDENTIFICATION

Department	Position Title	
Finance	Junior Telecom Project Officer	
Position Number	Community	Division/Region
15-15927	Yellowknife	Technology Service Centre (TSC) Corporate Projects & Planning Section

PURPOSE OF THE POSITION

The Junior Telecom Project Officer is responsible for assisting with the system programming, installation, set up, troubleshooting and administration for all Government of the Northwest Territories telecom systems. The Junior Telecom Officer works closely with the Technology Service Centre Telecom Project Officers, developing skills to enable them to progress to telecom projects with greater scope and complexity.

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 Council, 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 Junior Telecom Project Officer is responsible for understanding the business requirements for various telecom services, supporting, and assisting in the development of telecom solutions for Technology Service Centre (TSC) clients (both Enterprise and departmental level solutions). Once solutions are defined and approved, the Junior Telecom Project Officer works with the TSC Telecom Project Officers, other 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 a fundamental 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 Telecom Project Officer in identifying and meeting critical success factors and other metrics related to the successful completion of any departmental telecom projects involving TSC infrastructure.

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

RESPONSIBILITIES

1. The Junior Telecom Project Officer will assist the Telecom Project Officer with the design, planning, implementation, and maintenance of the GNWT's Enterprise Avaya Aura Telephone system, which includes:

- 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.
- Assist in the development of the training guides, videos, and presentations for end users.
- The development of 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.
- Call Detail Reporting set up, hierarchy, programming, and reporting.
- Ensuring proper Change Management procedures are followed.
- Development of schedules for installations and training.
- Working with clients to create and program Auto attendant scripts.
- Ongoing requirement gathering sessions for existing Clients.
- Program and maintain digital trunk line assignments.
- Ensuring proper document management practices are being followed.
- Working closely with NorthwesTel on repair issues, redirects, fix forwards, PRI's, DID's etc.
- Managing phone set/programming issues as they arise.
- Utilizing the TSC's Service Desk Software for VoIP trouble ticketing.



- 2. The Junior Telecom Project Officer assists the Telecom Project Officer with the design, planning, implementation, and maintenance of the GNWT's Mobile Device Management Strategy, Service offering, and systems, which includes:**
 - 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 on 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. Assists with the coordination and management of 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.**
 - Work with partners across the TSC and departments, to identify Telecom solution options, considering current processes and challenges.
 - Ensure the Telecom solution is manageable and sustainable.
 - Assist with developing the Project Charter(s) for review and approval by the Manager of Corporate IT Projects and Planning.
 - Assist with the documentation of the project scope, schedule, budget, milestones, issues, and risks, including mitigation plan.
 - Assist with overseeing the work progress of each area of the plan and ensure all departmental and inter-departmental activities are accurately tracked and reported on.
 - Contribute to the development and implementation of a communication strategy.
 - Assist with establishing metrics to ensure the Telecom solutions can be measured and monitored for continued effectiveness.
 - Provides ongoing operations advice for departmental Telecom solutions.

- 4. Provides support to the Telecom Project Officer's project proposals, activities, and initiatives.**
 - Maintain a working understanding of all Enterprise and departmental Telecom projects and be able to stand in for the Telecom Project Officers during times of absence or during times of vacancies.



- Investigate and/or address issues and develop correspondence, briefing notes, submissions, and position papers.
- Work with the Telecom Project Officers 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

- 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.
- Knowledge of the project management process, including project planning, scheduling, contracting, and supervision of professional consultants and contractors.
- 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.
- Ability to work independently or with a team to solve complex problems.
- 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 diploma in a related field and 1 year of relevant experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Knowledge of BlackBerry Enterprise Mobile Device Management and 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