IDENTIFICATION

Department	Position Title	
Finance	Client IT Service Analyst	
Position Number	**Community**	**Division/Region**
15-16764	Yellowknife	Technology Service Centre (TSC)

PURPOSE OF THE POSITION

The Client IT Service Analyst provides basic and advanced information technology (IT) infrastructure support to employees of the Government of Northwest Territories (GNWT) as well as some of its boards and agencies via a telephone and email-based service desk 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 to the Client IT Service Desk Team Lead, the incumbent is one of several Client IT Service Analysts responsible to provide rapid response remote technical support to all workstation and network users within the Technology Service Centre (TSC) mandate across all GNWT departments, boards, and agencies in all regions.

The Client IT Service Analyst is the first point of contact for the GNWT, and they are responsible for returning the client's operational condition as quickly as possible. They must decide at that moment how to best resolve the issue and follow through in a professional and positive manner.

The 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 remaining cost effective to successfully meet the objectives of the GNWT departments, boards, and agencies it serves.

TSC Service Desk services are used 24 hours a day, 365 days a year as the first point of contact for incident and these services are delivered to 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 and agencies to deliver programs and services.

RESPONSIBILITIES

1. **Deliver, provide, and execute remote rapid response for service requests to all clients of the TSC requiring technical support and assistance. It is expected that approximately 70% of all technical problems experienced by users should be solved at this level.**
   - Actively respond to service request queues and prioritize service request response effectively.
   - 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/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/business knowledge to support clients to quickly understand and resolve service requests.
   - Create and manage user accounts including new employee requests, permission changes, access removal.
   - Use remote software and diagnostic tools to triage and resolve service requests.

- Refer complex service requests that cannot be resolved by IT Service Desk (approximately 30% of requests) to relevant area, appropriate support group/person or management along with accompanying diagnostic information.
- Monitor progress on problem resolution and advise clients on status throughout lifecycle of service request.
- Provide clients with information on system updates, errors, and features.
- Complete the formal conclusion of service requests, including monitoring client satisfaction.
- Recognize possible trends/problems and communicate to colleagues and management.

2. **Provide timely escalation of service requests that cannot be resolved at the IT Service Desk (30% of problems) to appropriate service agents either inside the TSC or to third party support.**
- Escalate incidents to appropriate service agents, if diagnosis of an incident indicates that further diagnosis, support, and resolution is required.
- Dispatch additional support from appropriate area with accompanying diagnostic information.
- Set priorities, monitor progress, update clients, and apply escalation procedures for service requests with unsatisfactory progress.
- Follow up with clients to confirm they have received the necessary services and that service request problems have been resolved.

3. **Provide input and support to the Manager – IT Support Services and Client IT Service Desk 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 Incident Management.
- Prepare required reports on Service Desk statistics and activities.
- Share learned knowledge with team members.
- Identify/recommend changes to tools/processes/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.
- Understand Client Service Agreements and service level targets and monitor adherence to agreements and targets.
- Participate as assigned in supporting routine operations or specific projects designed to enhance TSC services.

- Participate in occasional exchange of duties and knowledge transfer with other IT Support Services staff in consultation with the Client IT Service Desk Team Lead and IT Support Services Manager.

The incumbent may be required to be on call on a rotational basis 24/7 to fulfill the above responsibilities.

WORKING CONDITIONS

Physical Demands

Consistent with the typical GNWT office environment.

Environmental Conditions

Consistent with the typical GNWT office environment.

Sensory Demands

Consistent with the typical GNWT office environment.

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.

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 may be required to perform the duties of this job.

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 operating system (OS) software problems.
- Knowledge of client service best practices and IT Infrastructure operations and support.

- Ability to troubleshoot/resolve clients' operational problems in an efficient manner and either resolve the problem or identify the nature of the problem and forward it to the appropriate place for resolution.
- Ability to prioritize work.
- Knowledge of security and privacy controls and the ability to recognize and mitigate risk.
- Knowledge of processes in accordance with the Information Technology Infrastructure Library (ITIL).
- 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 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 apply Incident Management, Change Management, Configuration Management, Release Management and Problem Management practices.
- 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 equitably share the workload, including sharing all relevant and useful information 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 with one year 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.

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