



IDENTIFICATION

Department	Position Title	
Finance	Intern Telecom Project Officer	
Position Number	Community	Division/Region
15-16995	Yellowknife	Technology Service Centre (TSC) Corporate Projects & Planning Section

PURPOSE OF THE POSITION

The Intern Telecom Project Officer is responsible for assisting with the system programming, installation, set up, troubleshooting and administration for all Government of the Northwest Territories (GNWT) telecom systems. The Intern Telecom Officer works closely with the TSC 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 TSC and with standards developed by the Informatics Policy Council (IPC), Office of the Chief Information Officer or by a GNWT Standards Committee.

SCOPE

Located in Yellowknife and reporting to the Manager, Corporate IT Projects and Planning, the Intern Telecom Project Officer is responsible for understanding the business requirements for various telecom services and support, the incumbent also assists in the development of telecom solutions for TSC clients (both Enterprise and departmental level solutions). Once solutions are defined and approved, the Intern Telecom Project Officer is responsible to work 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.

This position requires a basic understanding of the GNWT Avaya Aura telephone system and 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.

RESPONSIBILITIES

- 1. Assists the Telecom Project Officer with the design, planning, implementation and maintenance of the GNWT's Enterprise Avaya Aura Telephone System**
 - Assist with the ongoing implementation of the GNWT phone system to the regional communities.
 - Assist in the implementation of the Avaya OneX application (desktop integration).
 - Assist in the implementation of the Avaya Aura Teleconferencing solution for the GNWT.
 - Assist in the implementation of the Avaya Aura Unified Communications solutions.
 - Assist in the implementation the Avaya Call Centre functionality or the GNWT.
 - Assist in the development of the training guides, videos and presentations for end users.
 - Assist in the development of future Avaya Aura system enhancements.
 - Assist in the gathering and assessing of Telephony business requirements for new clients.
 - Work with contractors for project planning, implementation, and incident management.
 - Complete day-to-day detailed programming and system administration of the Avaya Aura Communications Manager and System Manager (MACs – Moves, Adds, Changes).
 - Liaise with TSC infrastructure staff to understand infrastructure requirements and/or impacts.
 - Provide on-site services such as setting up new phone sets, basic end user training and troubleshooting.
 - Assist with Call Detail Reporting set up, hierarchy, programming and reporting.
 - Ensure proper Change Management procedures are followed.
 - Assist with development of schedules for installations and training.
 - Work with clients to create and program Auto attendant scripts.
 - Assist with ongoing requirement gathering sessions for existing Clients.
 - Program and maintain digital trunk line assignments.
 - Ensure proper document management practices are being followed.
 - Work closely with NorthwesTel on repair issues, redirects, fix forwards, PRI's, DID's etc.



- Manage phone set/programming issues as they arise.
- Utilize the TSC's Service Desk Software for VoIP trouble ticketing.

2. Assists the Telecom Project Officer with the design, planning, implementation, and maintenance of the GNWT's Mobile Device Management Strategy, Service offering, and systems.

- Assist with the ongoing implementation of the GNWT's Mobile Device Management service offering.
- Assist with the ongoing Procurement standardization of approved enterprise hardware.
- Assist with the pre-configuration of devices using tools such as Apple Configurator.
- Assist in configuring active devices with containerization using tools such as Dynamics to administer COPE (Corporate Owned, Personally Enabled) policies.
- Assist in configuring security, encryption and virus protection on GNWT owned mobile devices.
- Assist in ensuring GNWT mobile devices are compliant and that operating systems are up to date.
- Assist in training users in the use and policies for GNWT mobile devices.
- Assist in implementing the proper policies and procedures for lost or stolen devices.
- Assist in implementing the GNWT Travel Directive for GNWT mobile devices.
- Assist in implementing proper Asset management and tracking for all GNWT owned mobile devices.
- Assist in contract management for all GNWT mobile devices.
- Assist in ensuring proper lifecycle maintenance is followed for all GNWT owned mobile devices.
- Assist in the 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

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the IT infrastructure and telephony systems.
- Understanding of telecom systems architecture and an ability to work with contractors to plan and troubleshoot, 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.
- Ability to interact effectively with other individuals and groups.
- Ability to work within a long-term perspective in addressing client's problems.
- Ability to take apart problems into pieces and link the pieces together in logical order (i.e., A leads to B leads to C leads to D).
- 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.
- An underlying curiosity and/or desire to know more about things, people or issues; implies going beyond the questions that are routine or required in the job and may include "digging" or pressing for exact information; or less-focused environmental "scanning" for potential opportunities or miscellaneous information that may be of future use.
- 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.
- 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 telecommunications.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Knowledge of BlackBerry Enterprise Mobile Device Management and 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