IDENTIFICATION

Department	Position Title	
Finance	Web Solution Specialist	
Position Number	**Community**	**Division/Region**
15-17627	Yellowknife	ISSS

PURPOSE OF THE POSITION

The Web Solution Specialist is responsible for the design, development, acquisition, implementation and ongoing improvement of the GNWT web-based products, services and solutions to support all GNWT departments' 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 Specialist undertakes 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.

The incumbent works across a diverse set of technologies, including the design of Web Systems Architecture, monitoring emerging trends and technologies, translating them into design and architecture 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, Applications Services, Information Security and Technology Services Centre teams.

The Web Solution Specialist assists the Web Solution Architect in the design, implementation and communication of high-level structures to enable and guide the design and development of integrated web based technology solutions that meet current and future business needs for internet based technologies. In addition to technology components, the solution architecture encompasses changes to service, process, organisation, and operating models. The provision of comprehensive guidance on the development of, and modifications to, solution components to

ensure that they take account of relevant architectures, strategies, policies, standards and practices (including security) and those existing and planned solution components remain compatible.

Services are delivered to all GNWT departments and the NWT Housing Corporation.

The incumbent works under general direction; Uses discretion in identifying and responding to complex issues and assignments; Receives specific direction, accepts guidance and has work reviewed at agreed milestones. And determines when issues should be escalated to a higher level.

The incumbent interacts with and influences colleagues, has working level contact with clients, suppliers and partners and works particularly closely with Corporate Communications and departmental communication managers. The incumbent may make decisions which impact the work assigned to individuals or phases of projects including the work of staff in other departments. Understands and collaborates on the analysis of user/client needs and represents this in their work.

The incumbent performs a range of work, often complex and non-routine, in a variety of environments and applies methodical approach to issue definition and resolution.

Plans, schedules and monitors own work competently within limited deadlines and according to relevant standards and procedures.

This position contributes fully to the work of teams. The incumbent appreciates how their own role relates to other roles and to the business of the Application Services team, Information Shared Services and our clients.

The incumbent fully understands the importance of information and cyber security to own work and the operation of the organisation. Seeks specialist security knowledge or advice when required to support own work or work of immediate colleagues.

RESPONSIBILITIES

1. **Undertakes systems development, acquisition and implementation of complex web technology products.**
   - Selects, adopts and adapts appropriate systems development / implementation methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
   - Provides status updates to stakeholders to ensure senior management is both aware of and able to provide the required resources.

- Reports on the progress of development 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. **Contributes to the technical design, development and implementation of complex internet or web based products such as sites, portals and applications.**
- Designs components using appropriate modelling techniques following agreed architectures, design standards, patterns and methodology.
- Identifies and evaluates alternative design options and trade-offs.
- Creates multiple design views to address the concerns of the different stakeholders of the architecture and to handle both functional and non-functional requirements.
- Models, simulates or prototypes the behaviour of proposed systems components to enable approval by stakeholders.
- Produces detailed design specification to form the basis for construction of systems.
- Reviews, verifies and improves own designs against specifications.

3. **Performs release management activities associated with complex 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.

4. **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.
- Determines problem fixes/remedies.
- Assists with the implementation of agreed remedies and preventative measures.

WORKING CONDITIONS

Physical Demands

No unusual demands.

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 enterprise architecture concepts, methods and practices
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT, particularly related to problem management and release management.
- 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.
- Experience with ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk and impact to effectively prioritize.
- Ability to maintain an awareness of developments in the industry.
- Abilit 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 2 years 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