



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Technical Support Officer	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-7477	Yellowknife	Informatics & Health Technology/HQ

## **PURPOSE OF THE POSITION**

Performs computer and software support as well as computer training to support and enhance the capabilities of all Northwest Territories Health and Social Services Authority (NTHSSA) staff (our clients) to deliver patient care and services. This position must deliver these services within the specifications of the client and Supervisor, the approved industry standards and the standards, policies and procedures of the NTHSSA and the Government of Northwest Territories (GNWT).

## **SCOPE**

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), except for Hay River and Tlicho regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tlicho Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.



Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Reporting to the Supervisor, IHT Service Desk, this position's time is primarily located in the Stanton Territorial Hospital in Yellowknife, however; in addition, this position is required to travel within the city to the six offsite locations regularly. This position is responsible for supporting all of the divisions of the NTHSSA, Stanton Territorial Hospital Foundation and DHSS. With more than 500 clients, 200 computers, 85 printers and 10 software products, the breadth of the incumbent's work is diverse and ranges from basic tasks to complex projects. In addition, the computer industry is continually evolving and presenting new technologies. The incumbent is responsible to develop expertise in new technologies NTHSSA is planning to implement and support. As a result, the incumbent works on concurrent projects at all times and is responsible for setting priorities of the work that is required to be done.

Computers, software and printers exist throughout the entire facility and in many cases are relied on exclusively for communication, access to electronic information and operational activities that support our clients to make decisions and deliver patient care and services. Therefore, availability, reliability and stability of computers, printers and software is key to the daily operations of our clients. Furthermore, increasing computer literacy is a major focus and this position is solely responsible for the development and delivery of the computer training program. Through the daily contact with our clients, this position impacts on all of NTHSSA and Stanton Territorial Hospital Foundation and DHSS.

## **RESPONSIBILITIES**

### **1. Installs, maintains and supports local area networked computers and software for all clients in order that hardware and software remains operational and our clients' technology needs are met.**

- Administers the Computer Services' "Help Line" and resolves clients' computer, software or network questions, concerns or problems in person or by phone.
- Diagnoses complex hardware, software and network problems and when feasible repairs faulty components.
- Monitors and evaluates performance of the hardware and makes the necessary adjustments to maintain maximum performance and minimize the possibility of receiving a technical support call.
- Moves, upgrades, configure and install hardware and software for clients.
- Identifies and advises clients and managers of opportunities to enhance the client's ability to effectively utilize hardware and software.
- Assists clients with advanced functions of software.
- Establishes friendly and effectively lines of communication with the clients.



- 2. Develops, maintains and delivers training for all clients in order to ensure clients make effective use of their hardware and software.**
  - Develops and delivers in-house training programs to our clients in the form of hands-on classroom workshops and written “how to” reference materials.
  - Develops and delivers computer, software and network orientation to new employees of NTHSSA.
  - Coordinates and prepares the Computer Services newsletter.
- 3. Performs other duties as assigned in order to provide backup support to the other Computer Services staff as required.**
  - Provides user support for local area networking functions such as network passwords, shared user directories and network printing, etc.
  - Restores the network when required and ensures the daily backups of the network servers and workstations are completed.

## **WORKING CONDITIONS**

### **Physical Demands**

Microcomputers and networking equipment is used extensively. Physical effects are expected due to frequent prolonged interaction with video monitors in a sitting position and the frequent lifting and moving of computer equipment. In addition, generally access to equipment is awkward and the incumbent must crawl under desks and tables.

### **Environmental Conditions**

The incumbent works in a generally comfortable work environment. At times however, exposure to excessive dust and dirt occurs when physical movement of computer equipment or repair of equipment is required. The majority of incumbent’s time is spent at the Stanton Territorial Hospital working with the Hospital staff on the wards and other clinical areas. As a result, the incumbent is also exposed to infectious disease.

### **Sensory Demands**

The incumbent’s work requires moderate to intense levels of concentration. The majority of the incumbent’s time is spent answering support calls and technical troubleshooting. When clients call, they can be quite angry and frustrated and the incumbent must be able to address client’s problems quickly and remain focused on what needs to be done and not the behavior/tone of the individual.

During teaching, focused listening is imperative to identify client issues and concerns.



### **Mental Demands**

The prolonged attention to detail and technical troubleshooting tasks as well as pressure to meet client's deadlines and client's frustrated/angry tone places considerable mental fatigue on the incumbent.

The incumbent works on concurrent projects at all times and is frequently interrupted making it impossible at times to spend long periods of time on project work. Overlapping demands on the incumbent's time can cause high level of stress.

The majority of incumbent's time is spent at the Stanton Territorial Hospital working with the Hospital staff on the wards and other clinical areas. As a result, the incumbent is also exposed to emergent, critically ill, mentally and physically challenged patients who at times can be emotionally upsetting.

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

- Theoretical and practical knowledge of PC computers, software and printers as well as basic knowledge of networking technology (i.e servers, operating systems). The incumbent is expected to interpret computer theory or rely on previous experiences and apply to daily work.
- Communication skills to work with both clients in a non-technical manner to determine their needs, problems as well as technical vendors and contractors to communicate diagnosis of problem and technical data. This skill is most commonly acquired through extensive employment in working with people with varying levels of technical abilities.
- Instruction/teaching skills to work with clients with varied skills, abilities, aptitudes for computers and software.
- Ability to research, troubleshoot and ask pertinent questions of clients so that information gathered may be interpreted and translated to technical specifications and diagnosis.
- Ability to learn and apply new technologies quickly with limited resources for training.
- Time management skills to manage multiple concurrent projects advanced.
- 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 post-secondary institution program in computer science and/or computer technology program and four (4) years employment in a technical support environment in a medium sized organization.

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)

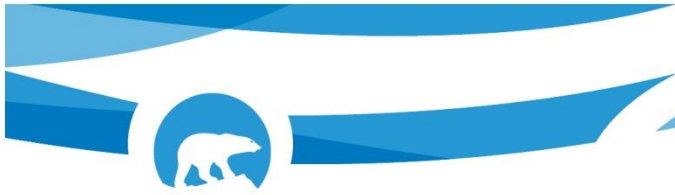
WRITING SKILLS:

Basic (B)  Intermediate (I)  Advanced (A)

- French preferred

#### **Indigenous language: Select language**

- Required
- Preferred



**CERTIFICATION**

**Title:** Technical Support Officer

**Position Number:** 48-7477

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
	
December 15, 2023	
Deputy Head/Delegate Signature	Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**