

infrastructure is separate and distinct from the Government of the Northwest Territories and Nunavut.

The Intern, Client Service Analyst is located in Yellowknife and reports to the Manager, Information Systems. This position provides support for all WSCC employees across the NT and NU, in accordance with WSCC IS policies and procedures. The Intern considers remote, regional needs to support both headquarters and regional operations. Users access all data processing and information systems of the WSCC through the LAN and WAN.

The Intern works with supervision and assists in the coordination of infrastructure work with external IT contractors to ensure that current infrastructure and applications operate effectively. The incumbent assists the IT team to plan, schedule, and deliver IT projects. While assigned to the Service Desk, the incumbent is responsible to resolve incidents, using available information or remote diagnostic and repair tools.

The Intern, Client Services Analyst interacts professionally at all times and creates positive working relationships with all stakeholders. The success of the WSCC is dependent not just on the incumbent's technical abilities but also on a high level of client service.

RESPONSIBILITIES

1. Provide rapid support to all WSCC staff requiring technical support or assistance. Majority of the support calls can be resolved remotely.

- Utilize a Service Desk tracking solution software or IT Service Management (ITSM) suite for tracking and logging all incoming service requests.
- Respond to incidents or service requests (hardware, software, networks, training, peripherals, installs, security, etc.) reported by clients via e-mail or phone, ranging from basic to complex and/or technically challenging. Examples include:
 - Set the incident/request priority accurately based on pre-defined criteria
 - Diagnose incidents where hardware or software is not functioning correctly, and where possible, restore services to the user by taking action at the Service Desk
 - Assess and escalate incidents to appropriate internal or external support staff
 - Install or update software remotely
 - Process requests for new user accounts
 - Process request for modifications to user rights
 - Process requests for account terminations and
 - Process password resets
- Elicit additional information for diagnosis and research
- Use remote support and diagnostic tools to triage and resolve incidents
- Monitor Service desk software, call records, service levels and call/service status
- Monitor progress on problem resolution and advise users on status

- Document incident resolutions within the Service Desk Software
- Assist users on software and operating packages that are standard across the WSCC
- Keep current with respect to department specific uses of IT services
- Provide users with routine information regarding system updates, errors, features, etc.
- Assume ownership of an incident from the time it is reported until final resolution, even though the incident may be referred to other staff to achieve resolution
- Ensure the timely escalation of service requests that cannot be resolved at the Service Desk to appropriate contracted IT vendor or other IS staff
- Follow up with clients at the close of calls to ensure client satisfaction

2. Provide on-site technical support to all WSCC employees requiring hands-on technical assistance

- Provide routine technical support including diagnosis, repair, set-up configuration, etc.
- Install and maintain computer workstations, peripherals, software, implementing file backups and security components
- Troubleshoot network and local printers
- Apply all relevant technical standards, procedures and tools
- Resolve technical software/hardware difficulties of a minor to medium degree of difficulty
- Ensure that all client incidents or requests for service are recorded in the automated Service Desk Software, that information is updated on a timely basis as service incidents are responded to, and that information is of sufficient quality and detail that another technician can assume responsibility for the next step in incident resolution
- Monitor call records, individual service levels and the status of individual projects
- Follow priorities for problem resolution, monitor progress and apply escalation procedures based on client needs and established policies and procedures
- Assist other Information Systems team members in troubleshooting difficult problems

3. Provide assistance and support to the Manager, IS

- 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, primarily Incident Management
- Escalate incidents to Senior Client service Analyst or to appropriate contracted IT vendors, if diagnosis of an incident indicates that the responsibility for further diagnosis and resolution requires further technical expertise

- Participate, as required, in various IT projects designed to support or enhance the IT infrastructure. These projects may include, for example, research, software and hardware evaluation, quality assurance, and implementation. They may require coordination and cooperation contracted IT vendors
- Provide new WSCC employees with a IS orientation
- Assist with other duties as assigned by the Manager, IS

WORKING CONDITIONS

Physical Demands

While working at the service Desk the incumbent could be required to spend extended periods of time (6-7 hours per day) working at a desk responding to user concerns. Much of this time will be spent on the telephone.

However, the incumbent will have opportunities to get up and move about (i.e. regularly scheduled breaks). While providing hands on workplace support the incumbent could spend a significant amount of time (2-3 hours per day) working at and walking to and from different work sites carrying and lifting computer hardware; and working in awkward positions while connecting computers (i.e. crawling under desks) and installing cabling which may cause moderate levels of physical stress

The Intern, Service Client Service Analyst may be required to work flextime to support regions. Some Duty Travel to regional communities will be required from time to time.

Environmental Conditions

Consistent with the typical office environment

Sensory Demands

While working at the service desk, the incumbent could be required to spend up to 6-7 hours per day on the phone responding to client concerns. This involves listening and responding to clients as well as operating a desktop computer to diagnose problems requiring the combined use of the senses of sight, hearing and touch. While providing hands-on workplace support the incumbent will often be required to use the combined senses of sight and touch while installing hardware components into desktop computers. This combined use of senses may cause moderate levels of sensory demand on the incumbent for short periods of time.

Mental Demands

The incumbent will be working with users all day. Some of these clients may be very difficult and abusive which may cause moderate to high levels of stress for short periods of time.

KNOWLEDGE, SKILLS AND ABILITIES

- Working knowledge of computer technology and the ability to review, troubleshoot and diagnose technical problems experienced by users (word processors, spreadsheets, e-mail, internet, security, printers, CPUs, LAN, operating systems, peripherals, backups, etc.).
- Working knowledge of hardware and software
- Ability to address client inquiries and requests and provide progress updates
- Excellent verbal and written communication skills
- Ability to ask a series of questions to uncover underlying issues
- Analytical and problem solving skills, with the ability to disassemble problems and reassemble in logical order
- Ability to demonstrate objective and active listening skills, and respond in a helpful and responsive manner
- Ability to answer technical questions as an expert, and to communicate current understanding of technical issues to other IT professionals, and stakeholders
- Ability to participate willingly, support team decisions, be flexible, and do an equal share of work

Typically, the above qualifications would be attained by:

Completion of a Diploma in Computer Science or Information Systems, and some related experience in the IT industry. Microsoft Certifications would be an asset.

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

Aboriginal language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Intern, Client Service Analyst

Position Number(s): 97-9945

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p> <p>_____ President & CEO</p>	<p>_____ Date</p> <p>_____ Date</p> <p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>

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.

Reviewed by HR: _____