



IDENTIFICATION

Department	Position Title	
Workers’ Safety and Compensation Commission	Senior Client Services Analyst	
Position Number(s)	Community(s)	Division/Region(s)
97-9895; 97-9894	Yellowknife, NT	Performance and Corporate Services

PURPOSE OF THE POSITION

The Senior Client Services Analyst provides a single point of contact for WSCC employees to receive advanced infrastructure support and maintenance within the WSCC’s Local Area Network (LAN) and Wide Area Network (WAN) environment. The Senior Client Services Analyst ensures all WSCC employees have continual access to and technical support for their workstations, shared resources and the software they require to do their jobs in an efficient and effective manner.

SCOPE

The Workers’ Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Nunavut and Northwest Territories, directed by a Governance Council through the President & CEO. The WSCC operates from headquarters in Yellowknife, and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The Workers’ Compensation Acts of the Nunavut and Northwest Territories govern the system, funded through the collection of assessments from employers.

The WSCC is committed to an environment free of discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The WSCC is a complex service delivery organization and depends heavily on reliable, efficient information technology to achieve core business objectives. Its Information Technology infrastructure is separate and distinct from the Governments of the Northwest Territories and Nunavut.

The Senior Client Services Analyst is located in Yellowknife and reports to the Manager, Information Systems. This position provides support for all WSCC employees across the NU and NT in accordance with WSCC Information Services (IS) policies and procedures. The Senior Client Services Analyst 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.

This position ensures that services to stakeholders are not compromised by the inability of employees to use their system resources efficiently and effectively, as they are critical to the delivery of WSCC responsibilities under the *Workers' Compensation Acts* of the NU and NT. In addition, the Senior Client Services Analyst protects the security and integrity of data; this includes personal data of employees, employers, and injured workers in the NU and NT.

The incumbent works with minimal to moderate supervision and assists in the coordination of infrastructure work with external IT contractors to ensure that current infrastructure and applications operate effectively. The Senior Client Services Analyst assists the Information Systems 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. This position also provides training to the Client Service Analyst.

The Senior 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. Provides rapid and advanced technical support to all WSCC employees.

- Responds to incidents or service requests reported by clients (hardware, software, networks, training, peripherals, installs, security, etc.). These range 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 service to the user by taking action at the Service Desk
 - Install or update software remotely
 - Process requests for new user accounts
 - Process requests for modification to user rights
 - Process requests for account terminations, and
 - Process password resets
- Elicits additional information for diagnosis and research
- User remote support and diagnostic tools to triage and resolve incidents
- Monitors service desk software, call records, service levels, and call/service status
- Monitors progress on problem resolution and provides regular updates to users
- Documents incident resolutions within the Service Desk Software (Cherwell)

- Assist users on software and operating packages that are standard across the WSCC
- Keeps current on division-specific user of IT services
- Provides users with routine information regarding system updates, errors, features, etc.
- Assumes incident ownership from the time it is reported until final resolution, even though the incident may be referred to other employees to achieve resolution
- Escalates service requests that cannot be resolved at the Service Desk to the appropriate contracted IT vendor
- Follows up with clients at the close of calls to ensure satisfaction

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

- Provides expert level technical support including diagnosis, repair, set-up, configuration, etc.
- Plans, installs, and maintains desktop computers, peripherals, software, and security components
- Troubleshoots network and local printer issues
- Applies all relevant technical standards, procedures, and tools
- Resolves minor to complex technical software and hardware difficulties
- Implements standard and non-standard solutions and “work-arounds”
- Records and updates all client incidents or requests for service in the Service Desk Software, and provides quality information with detail sufficient for another technician to assume responsibility for the next step in incident resolution
- Monitors call records, individual service levels, and the status of individual projects
- Follows priorities for problem resolution, monitors progress, and applies escalation procedures based on client needs, established policies and procedures
- Assists other Information Systems team members to troubleshoot difficult problems

3. Provides assistance and support to the Manager, Information Systems

- Understands and follows Incident Management processes 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
- Escalates incidents to appropriate contracted IT vendors if initial diagnosis indicates that additional technical expertise is required to resolve problems
- Participates in various IT projects designed to support or enhance the IT infrastructure, and coordinates with contracted IT vendors. These projects may include research, software and hardware evaluation, quality assurance, and implementation
- Trains the Client Service Analyst and/or Senior Client Service Analyst as required

4. Develops, maintains, and oversees IT infrastructure documentations

- Implements and maintains a Service Desk Knowledge bank
- Assists to prepare, maintain, and support procedures to log, monitor, and report desktop operations statistics
- Reviews and analyzes technical infrastructure documentation
- Maintains an inventory of IT equipment

- Understands the intent and content of Client Services Agreements and service level targets

WORKING CONDITIONS

(Working Conditions identify the *unusual and unavoidable*, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.)

Physical Demands

The incumbent spends extended periods of time (5-6 hours per day) at the service Desk computer and on the telephone to respond to user concerns. However, there are opportunities to get up and move about.

To provide hands-on workplace support the incumbent spends 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

Environmental Conditions

No unusual conditions

Sensory Demands

While working at the Service Desk the Incumbent spends up to 5-6 hours per day on the phone responding to client concerns, which involves actively listening and responding to clients as well as operating a desktop computer to diagnose problems. This requires the combined use of the senses of sight, hearing and touch.

To provide hands-on workplace support the incumbent often requires the use of the combined senses of sight and touch while installing hardware components into desktop computers. This is a short periods of time.

Mental Demands

The incumbent works with users all day. Some situations may be difficult and challenging, which may cause moderate to high levels of stress for short periods.

The Senior Client Services Analyst also supports the regional operations and will occasionally have duty travel to regional communicates. This may cause some disruption to normal routine and create stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to address client inquiries and requests and provide progress updates
- Demonstrated knowledge of computer technology to gain thorough understanding of hardware software used within each division

- Experience in reviewing, troubleshooting, and diagnosing technical problems encountered by users of word processors, spreadsheets, e-mail, internet, security, printers, SPU's, LAN, operating systems, peripherals, etc.
- Excellent verbal and written skills with the ability to provide clear, concise, and professional responses
- 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 conceptualize solutions by drawing on seasoned knowledge of IT theory and past experiences
- 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 professional, and stakeholders
- Ability to participate willingly, support team decisions, be flexible, and do an equal share of work
- 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 and Problem Management;
- Strong interpersonal skills and ability to work as part of a team and independently

Typically, the above qualifications would be attained by:

Completion of a Diploma in Computer Science or Information Systems, and four years of related experience, in the IT industry.

Microsoft Certified Desktop Service Technical credentials are an asset.
Qualifications in ITIL v4 Foundation is 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: Senior Client Services Analyst
Position Number(s): 97-9894; 97-9895

<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>_____ Date</p>
<p>_____ President & CEO</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>	
<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.</p>	

Reviewed by HR: _____