

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Information Technology Analyst Intern	
Position Number(s)	Community(s)	Division/Region(s)
97-9975	Yellowknife, NT	Performance and Corporate Services

PURPOSE OF THE POSITION

The Information Technology Analyst Intern (Analyst) produces practical outline specifications for the construction of information systems meeting WSCC needs by initiating and performing investigatory, feasibility and analytical studies. The Analyst further provides a point of contact for WSCC employees to receive basic infrastructure support and maintenance within the WSCC's Local Area Network (LAN) and Wide Area Network (WAN.) The Analyst provides all WSCC employees continual access to the technical support for their workstations, shared resources and the software they require to do their jobs in an efficient and effective manner. The incumbent works closely with external vendors and WSCC service areas to develop plans and specifications for business system design.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located 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 system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and 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 Information Services (IS) infrastructure is considered a major WSCC asset supported by the efficient implementation of strategic business/information systems. Evaluation and analysis of information needs and change requirements are key success factors in the successful implementation of IS projects.

The Information Technology Analyst Intern reports to the Manager, Information Systems and is located in Yellowknife, NT. The recommendations of the Analyst can significantly affect the operations of the WSCC. Such recommendations can have a direct impact on the integrity of data and information, including the security, availability and capacity of systems. Failure of these systems would seriously impair the WSCC delivery of programs and services to stakeholders. The 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 all WSCC offices. The Analyst works with supervision and assists in the coordination of infrastructure and application development work with external IT contractors to ensure that current infrastructure and applications operate effectively. The incumbent assists the IT team with project delivery. While assigned to the Service Desk, the incumbent is responsible to resolve incidents, using available information or remote diagnostic and repair tools.

RESPONSIBILITIES

1. Assist with investigating and documenting business rules, processes, and constraints relative to the WSCC information processing environment.

- Assist in facilitating the change process, both technical and social, by the use of project management and people skills.
- Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications
- Prepare business planning initiatives on an annual and ongoing basis, related to WSCC Information processing.
- Research opportunities for new technologies (IT as a business driver), including specific opportunities that are consistent with the WSCC's business plan.
- Investigate the implications of legislation, policy and regulation frameworks for new and existing automated systems.
- Contribute to the development of business cases and facilitate Acceptance Testing.

2. Liaise with business units to analyze and meet their information needs.

- Assist in the analysis of information needs and change requirements.
- Coordinate and facilitate between project work groups and business units.
- Use project management systems to facilitate the change process.

3. Provide rapid support to all WSCC staff requiring technical support or assistance.

- 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, ranging from basic to complex and/or technically challenging.
- Elicit additional information for diagnosis and research
- Install and maintain computer workstations, peripherals, software, implementing file backups and security components

- Resolve technical software/hardware difficulties of a minor to medium degree of difficulty
- 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
- 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

4. Participate in formal periodic audits and milestone reviews.

- Ensure that the overall integrity, security and accessibility of data are maintained.
- Contribute to and maintain a consistently high standard of documentation.
- Assist in preparing reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems
- Create systems models, specifications, diagrams, and charts to provide direction to in-house and outsourced developers
- Ensure service standards are met in business solutions.

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

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 Information Technology Analyst Intern may be required to work flex time to support regions. Some Duty Travel to regional communities will be required from time to time.

Environmental Conditions

As normally associated with an office environment.

Sensory Demands

As normally associated with an office environment.

Mental Demands

The Analyst is faced with tight deadlines, resulting in frequent stressful periods.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of the full Systems Development Life Cycle is a key technical requirement, as well as ability to involve others in group work processes. The Junior Analyst should possess some understanding of systems development tools, techniques and application planning.

Skills and Abilities:

- Working Technical Knowledge of object oriented programming languages.
- Demonstrated ability to develop processes.
- Some ability to use existing data or network models to meet application development requirements.
- Some practical knowledge in querying data for use in report software, spreadsheets, graphs, and flow charts.
- 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)
- Some understanding of project management techniques.
- Understanding of scheduling tasks as related to software development.
- Ability to recognize and escalate problems and opportunities in a timely manner.
- Excellent communications skills (speaking, writing and listening).
- Ability to work in a rapidly changing environment.

Typically, the above qualifications would be attained by:

These skills are best acquired through completion of a Bachelor's degree, preferably in Computer Science or a major in Management Information Systems.

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: Information Technology Analyst Intern

Position Number(s): 97-9975

<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: _____