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IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Information Technology Support Analyst	
Position Number	**Community**	**Division/Region**
97-9895;97-9894;97-9945	Yellowknife	Performance and Corporate Services

PURPOSE OF THE POSITION

The Information Technology (IT) Support Analyst serves as a main point of contact for WSCC employees, delivering essential infrastructure support and maintenance within the organization's Local Area Network (LAN) and Wide Area Network (WAN). This position ensures continuous access to technical support for workstations, shared resources, and essential software, promoting efficient and effective job performance for all WSCC employees. Support is provided in strict accordance with WSCC Information Technology (IT) policies and procedures.

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. WSCC operations are located in Yellowknife and Iqaluit.

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 WSCC is a complex service delivery organization and depends heavily on reliable, efficient Information Technology to achieve core business objectives. Its Information Technology (IT) infrastructure is separate and distinct from the Government of the Northwest Territories and Nunavut. The LAN and WAN play crucial roles in facilitating all data processing and Information Technology functions at WSCC

The IT Support Analyst is located in Yellowknife and reports to the Supervisor, IT Service Delivery. This position also provides support to all employees, in accordance with WSCC IT policies and procedures. The IT Support Analyst considers remote, regional needs to support both headquarters and regional operations. Users access all data processing and Information Technology 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 IT Support 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 incumbent assists the IT team to plan, schedule, and deliver IT projects.

While assigned to the Service Desk, the incumbent is responsible for resolving incidents, using available information or remote diagnostic and repair tools. This position also provides training to the IT Support Analyst NU.

The IT Support Analyst is required to interact professionally and create 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.

The incumbent will be working with users all day. This environment presents occasional exposure to unpleasant and challenging client interactions.

The IT Support Analyst may be required to work flextime to support regions. Some Duty Travel to regional communities will be required sometimes.

RESPONSIBILITIES

1. **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 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.
- Assist in the management of Microsoft 365 administrative suite and tools.
- Assist in the management of Microsoft Azure and Microsoft Exchange Online
- 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. **Install, service and maintain critical IT infrastructure.**
- Support and assist the installation of server equipment, ensuring optimal performance, reliability, and security of the WSCC IT infrastructure.
- Participate in the ongoing support of network devices, including routers, switches, firewalls, and other networking equipment.
- Assist in managing and maintaining storage solutions, ensuring efficient data storage, backup, and retrieval processes to meet the organization's operational needs.
- Implement regular assessments, upgrades, and proactive maintenance.
- Stay current with industry standards, security trends, and compliance requirements, ensuring that the IT infrastructure aligns with regulatory frameworks and organizational security policies.
- Collaborate with cross-functional teams, including application developers, system administrators, and external vendors, to ensure seamless integration of IT infrastructure components.

3. **Provide on-site technical support to all WSCC employees requiring hands-on technical assistance.**
- Provide expert level technical support including diagnosis, repair, set-up configuration, etc.
- Plan, 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 complex degree of difficulty
- Implement standard and non-standard solutions and "work arounds"
- 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.

4. **Provide assistance and support to the Supervisor, IT Service Delivery.**
- Understand and follow processes 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
- Escalate incidents to Senior IT Support 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 an IT orientation.
- Train the IT Support Analyst NU, as required.

5. **Develop and maintain technical documentation.**
- Implement and maintain a Help Desk Knowledge Bank.
- Develop help sheets and frequently asked questions lists for end users.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.
- Review and analyze technical infrastructure documentation.
- Maintain an inventory of all monitors, keyboards, hard drives, network cards, and other components and equipment.
- Vigilant awareness of the intent and content of Client Service Agreements and service level targets.

WORKING CONDITIONS

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 period 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 IT Support Analyst also supports the regional operations and will occasionally have duty travel to Iqaluit. This may cause some disruption to normal routine and create stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability to implement processes in accordance with the Information Technology Infrastructure Library (ITIL).
- Ability to address client inquiries and requests and provide progress updates.
- Computer technology skills 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.).
- Verbal and written communication skills, and the ability to provide 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.
- Flexibility and willingness to participate, support team decisions, and do an equal share of work.
- Interpersonal and communications skills (speaking, writing, and listening).
- Investigation skills and ability to ask probing questions to get at the root of a situation or problem, below the surface of issues presented.
- Problem solving skills and ability to break complex technical problems into pieces and link the pieces together in logical order (i.e., A leads to B).
- Ability to navigate with confidence in a rapidly changing environment.

- Ability to commit to 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 Degree in Computer Science or Information Technology and two (2) years of relevant experience.

Microsoft Certified Desktop Service Technical credentials are an asset.
Qualifications in ITIL v4 Foundation is an asset

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

☐ 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: To choose a language, click here.

☐ Required
☐ Preferred

CERTIFICATION

Title: IT Support Analyst

Position Number: 97-9895;97-9894;97-9945

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_____

Employee Signature

_____

Printed Name

_____

Date

I certify that I have read and understand the responsibilities assigned to this position.

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_____

Supervisor Signature

_____

Printed Name

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Date

I certify that this job description is an accurate description of the responsibilities assigned to the position.

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Senior Manager   Date

_____   _____

President & CEO   Date

I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.

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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: ____