WSCC Careers

Senior Client Services Analyst, Yellowknife

S 21/38 NT

The Workers' Safety and Compensation Commission's (WSCC) vision is to eliminate workplace diseases and injuries. Our mission is to promote workplace health and safety while providing no fault insurance to employers and care for injured workers. Our values are respect, engagement, integrity, openness, cultural safety, excellence and stewardship in the workplace.

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 requirements for this position include a 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 and/or qualifications in ITIL v4 Foundation is an asset. We consider equivalent combinations of education and experience on a case-by-case basis.

The salary for this position ranges from $45.54 to $54.39 hourly (approx. $88,803 to $ 106,060.50 annually), plus a Northern Allowance of $3,700 annually.

A satisfactory criminal records check is required for this position.

Closing Date: Open until filled

If this sounds like a good fit for you, please forward your resume quoting competition to:
Email: careers@wscc.nt.ca

You must clearly identify your eligibility to receive priority consideration under the Affirmative Action Policy.

The WSCC is an inclusive workplace. If you have a disability and require support or accommodation during the hiring process, we encourage you to identify your needs when we contact you for an interview

We may use this competition to fill similar vacancies that become available over the next six months.

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The ability to communicate in an official language of the Northwest Territories, in addition to English, is an asset.