

JOB DESCRIPTION

JOB DETAILS

Job Title: Workstation Support Analyst

Job ID: IS1807

Classification: Information Systems R18

Classification Date:
(MM/DD/YYYY)

Branch: Information Technology Service Operations

Unit: ITS-IT Operations

Reports to: Help Desk Team Lead

Security Screening: Yes

Union/Excluded: BCGEU

BRANCH DESCRIPTION

The Information Technology Service Operations branch (ITSO) provides the IT services to the BC Pension Corporation including; IT Infrastructure, IT Operations (ITIL aligned including aspects such as Service Desk, End User Support, Incident Management, etc.) and Enterprise COTS Application Management. The Information Technology Service Operations branch ensures that systems, services, and infrastructure work reliably and securely.

JOB SUMMARY

The IT Operations unit has responsibility for planning, designing, creating, testing, implementing, enhancing and supporting the Corporation's desktop and Cloud environments. These environments, supported by the Operations team, contain hardware and software for servers, personal computers, printers, networks (local and external) and telephones, all enabling the Corporation's mission critical applications to be highly available and deliver the business function mandates.

This position has two main focuses: The provision of support for workstation hardware, software, attached peripherals using remote connectivity and Access and Identity Management. In doing so, this position adheres to ITB Standards for technology, configuration change, and operations.

This position is under the leadership and guidance of the Service Desk's Supervisor. Assignments will include independent tasks, responding to Service Desk Requests and incident tickets, as well as working with corporate staff to improve the operational infrastructure.

JOB RESPONSIBILITIES

1. As part of the Service Desk team, provides customer service to all Pension Corporation staff that report IT Incidents and submit Request tickets; with the goal to restore normal service operation as quickly as possible to minimize the adverse impact on business operations:
 - Leverages remote administration tools wherever possible to provide incident resolution within agreed to service levels,
 - Fulfill Request tickets accurately and within service levels
 - Updates tickets and document the resolution of incident tickets utilizing the Corporation Service Desk tracking system
 - Provides technical support for problem resolution originating at the desktop
 - Delivers support for specific desktop products and/or technology to meet service levels.
2. Prioritizes, schedules and responds to incident requests within service level parameters. Performs configuration, installation, and deployment services with regards to the Corporations desktops hardware, software, peripherals and operating systems. Performs ID administration on a variety of inhouse and enterprise systems. Conducts field visits for planned installations.
3. Responsible for the production control tasks related to job scheduling, monitoring, and problem solving in support of the Corporation's main internal and external batch systems, by:
 - Coordinating scheduling with business owners and following the schedule calendar
 - Working with developers and second level support to identify the cause of production job failures
 - Maintaining a comprehensive understanding of the interrelationships of the 100+ production jobs.
 - Maintaining production control procedures.
4. Provides technical consultation on issues related to the Corporation's desktop platforms, by:
 - Assisting with research of purchasing configuration decisions, platform migration plans and the selection of desktop configuration options;
 - Identifying and resolving integration issues with the existing operational environment including evaluating alternatives; and
 - Providing input into the development of standards for chosen computing platforms.
5. Maintains related desktop support documentation for internal and external use.
6. Assist with projects as a Subject Matter Expert (SME) in workstation support

EDUCATION

Degree/Diploma Obtained**Program of Study**

- A College Diploma in Computer Science and one (1) year of related experience; OR
- Certificate in Computer Science, Information Technology or related discipline and two (2) years related experience; OR
- An equivalent combination of education, training and three (3) years related experience.

EXPERIENCE**Years of Experience****Type of Experience**

- A minimum of one year of recent practical experience that includes working in a help desk or user support capacity.
- Experience providing end user support for Windows based computers.
- Experience working with Request and Incident ticket management applications.

Nice-to-have

- Preference will be given to the candidate who has experience with the following:
- Remote administration tool sets (SCCM, PStools, MS RDP)
- M365 Administration
- ITIL v3 Foundations
- User and application access management
- Home network configuration

KNOWLEDGE, SKILLS & ABILITIES

- Request and Incident ticket management software
- Batch processing and scheduling software products
- Office/Desktop product deployment and management software products
- Windows Server administration
- Network fundamentals
- Powershell scripting
- Excellent verbal and written communication skills
- Ability to establish and maintain strong working relationships with colleagues and staff in the corporation
- Strong analytical and problem solving skills

CORE COMPETENCIES**Navigating Change L1**

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Suggests improvements in the way things are done in the organization.
 - Adopts new ideas and ways of doing things.
 - Identifies challenges related to change.
 - Remains effective in the face of difficult or demanding situations.
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Embracing Learning L1

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Self-assesses against expectations and standards to identify own learning needs in the current position.
 - Reflects on completed activities, identifying what worked well, what didn't, and how to improve own performance.
 - Openly shares knowledge with other employees.
 - Seeks to learn from other employees.
 - Takes advantage of learning opportunities provided to meet job requirements.
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Client Orientation L1

Making it easy for our external and internal clients - seeing things through their eyes.

- Follows established processes to ensure consistent service.
 - Responds to client needs in a timely, respectful, helpful, and courteous manner.
 - Addresses client issues in order of priority.
 - Keeps clients up-to-date on the progress of the service they are receiving.
 - Directs clients to alternate service channels that may better meet their service needs.
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Accountability L1

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Organizes own work load, clarifying priorities and expectations.
- Participates in monitoring own performance.
- Adjusts actions to meet expectations.

- Takes action on things that need attention.
 - Supports organizational initiatives and activities.
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Inspiring Trust L1

Inspiring confidence by demonstrating integrity and building credibility.

- Communicates professionally with others.
 - Presents information in a clear and confident manner.
 - Expresses own views while remaining open to alternative perspectives.
 - Respects other perspectives and opinions.
 - Speaks well of the organization and of each other.
 - Follows through on commitments.
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Decision Making L1

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Makes decisions within scope of responsibility.
 - Applies guidelines and procedures in making decisions.
 - Gathers input / information from different sources to support decision making or further action.
 - Seeks guidance when the situation is unclear.
 - Applies lessons learned when making decisions.
 - Supports established decisions.
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Organizational Focus L1

Aligning work priorities, processes and practices to achieve the strategic direction.

- Considers the impact of own actions on others.
- Identifies obstacles to existing processes and practices.
- Supports others in the achievement of work unit priorities.