A Joint Services Board

town of BRIDGEWATER

DISTRICT OF LUNENBURG INC. 1879

Mahone Bay

Job Description – Senior Support Analyst

Reports to: Director of IT Shared Service

Status: Permanent, Full time

Description

The Senior Support Analyst role is to manage the Information Technology Service Management (ITSM) process for the MJSB. The Analyst will take ownership of service delivery outcomes, prioritize work of the IT Support Technician and other Team members, manage escalations to Management or third party support providers, follow up with end users on outstanding issues, and help to develop and manage IT Service Level Agreements (SLAs). As a senior level technical resource, some problem root cause analysis, development of fixes and solutions, and documentation of resolutions will be a required and routine part of this role. This position will be the principle owner of the Help Desk ticketing system, development of metrics, reporting and key performance indicators, including production of quarterly statistical reports to the MJSB Board. As a working supervisor, provision of direct end user support will also be required.

Responsibilities

1. **Service Request Management:**
   a. Overall management of the help desk ticketing system including ticket monitoring, delegation, resource planning and issue management.
   b. Manage daily priorities, delegate tickets, and control the daily workflow in accordance with service level agreements and quality standards.
   c. Coordinate required resources from senior team members / contractors / third parties (Eastlink, Laserfiche, Townsuite, etc)
   d. Provide frontline support to end users as required.
   e. Develop and maintain manual of operational procedures.

2. **Frontline Operations**
   a. Ensure the efficient and effective management and delivery of support services both personally and via the End User Support Technician. Act as tier 2 support for backup in absence of End User Support Technician.
   b. Exercising exceptional customer service skills, provide Level I Support to end users both in person and via remote management tools.
   c. Accurately record service request and resolution details in the MJSB Incident Management system.
   d. Build trusted relationships with end users and management and promote the values of the MJSB. Ensure effective and timely communications with all stakeholders.

      e. Escalate problems to other specialist team members, contracted external service providers, or the Director IT as appropriate.

      f. Conduct research, access software updates, drivers, knowledge bases, and FAQ resources on the Internet to aid in problem resolution.

      g. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.

      h. Test fixes to ensure problem has been adequately resolved and confirm the resolution with the customer.

      i. Develop help sheets and other instructions for end users. Conduct individual and group end user training as required.

      j. Ensure the maintenance of confidentiality through consistent application of MJSB security controls and procedures. Monitor and report non-compliance.

3. Inventory Control / Management:

      a. Assist with the development of and implement the annual PC upgrade plan including the prioritization of deployments,

      b. Maintain up-to-date inventory data.

      c. Ensure replaced equipment is securely wiped, tested and re-setup for future use.

      d. Manage disposal of surplus assets.

      e. Assist in software releases according to Change Management best practices.

      f. Assist in defining standards and practices for networks, computer hardware and software. Build consistent software configurations to support these standards.

      g. In accordance with MJSB Asset management plans, deploy and install desktops, laptops, printers, and networking equipment.

4. Strategy & Planning

      a. Assist in the development of IT Service Level Agreements for new services.

      b. Assist in planning for equipment replacement through the annual budgeting process.

      c. Alert management to emerging trends in incidents.

5. Quality Control:

      a. Monitor and report on adherence to SLA, and quality standards

      b. Monitor for call-backs and take corrective action.

      c. Problem-solve client issues, escalations from other staff members.

6. Reporting / Statistics:

      a. Monitor KPI's and report on same;

      b. Design and implement data collection methodologies

      c. Prepare reports as required.

Position Requirements

Education & Certification

- College diploma or university degree in the field of computer science or an equivalent combination of education and experience.
- ITIL Foundations certification or completion of certification within the six month probationary period.

Experience

- Minimum five years' experience in the management of computers and information systems, and.
- Experience with supervision of professional employees.

Knowledge

- Knowledge of advanced computer hardware, including servers, storage and backup systems, laptops, desktops, printing and imaging devices, and wireless / cellular.
- Experience with desktop and server operating systems, including Microsoft Windows 7, 8, Server 2008.
- Extensive application support experience with Microsoft Office products.
- Working knowledge of networking equipment including routers, switches, and wireless access points.
- Experience working in an ITIL-driven environment and working knowledge of ITIL principles and processes.

Skills

- Strong documentation skills.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on developing relationships, listening and questioning skills.
- Fluent English.

Personal Attributes

- Ability to conduct research into a wide range of computing issues is required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly, business-friendly and technical language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Work Conditions

- 35-hour on-site work week (Monday to Friday 8:00am to 4:00pm).
- Sitting for extended periods of time.

- Dexterity of hands and fingers to operate a computer keyboard, mouse, and other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Valid NS Drivers License and access to a motor vehicle for providing support to remote sites.
- Some on-call support will be required.

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                   Signature   Date