

SENIOR CLIENT SUPPORT ANALYST

The City of Campbell River is seeking a motivated individual who can inspire and encourage a team to high performance, and whose “let us help you” approach will add to the City’s high level of customer services and satisfaction. Under the direction of the Information Services Manager the Senior Client Support Analyst will provide supervisory technology support and problem resolution services to the organization by way of Level One and Level Two Client Support duties, including monitoring the Helpdesk Queue, setting Helpdesk task priorities and providing leadership support to City IT staff.

The ideal candidate will bring with them five (5) years experience in a client support role coupled by two (2) years experience both in a municipal environment and in a supervisor role. They will also have completed a one (1) year accredited technical diploma, A+ Certification and a Microsoft Office User Specialist Certificate.

The rate of pay for this CUPE bargaining unit position is \$30.07 per hour based on a 35-hour work week.

Please see the attached documents for a detailed job description.

Qualified and interested individuals are requested to send their resume AND covering letter quoting EXT-11-37 to:



Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River BC V9W 4C7
Fax: (250) 286-5760
Email: careers@campbellriver.ca

This posting closes at 4:30 p.m. on Friday, February 17, 2012.

We thank all applicants for their interest; however, only those short listed for interviews will be contacted.

SENIOR CLIENT SUPPORT ANALYST

Approval Date: November 2011	Department: Information Services	
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management
Title of Immediate Supervisor: Information Services Manager		

General Accountability:**Purpose and Scope**

Under the direction of the Information Services Manager, the incumbent provides supervisory technology support and problem resolution services to the organization by way of Level One and Level Two Client Support duties, including monitoring the Helpdesk Queue, setting Helpdesk task priorities for City IT staff to meet departmental and corporate needs and providing leadership support to City IT staff for projects benefiting corporate operations.

This position requires that changes be recommended to established methods and procedures and the work requires a choice of methods or procedures. This position works with client staff at the desktop level to identify and implement solutions and provide training.

Dimensions

- Supervise the Client Support function including allocation of calls to appropriate technical resources.
- Scheduling and following up on the work assignments of the Client Support staff.
- Desktop software installation and trouble shooting.
- Desktop/peripheral hardware installation and trouble shooting.
- IT product pricing, ordering and receiving.
- Inventory, software, license tracking and administration including request for quotation, purchase order creation, receiving, asset creation, warranty and disposal.
- Blackberry and cell phone administration
- First line support for all primary vendor(s).
- Documentation and user training – desktop and Web Applications including but not exclusive to Intranet, Internet, Community Portal, Municipal Election.
- Coordinate website support.

Nature and Scope of Work

- Coordinates the Helpdesk function by acting as the Systems Coordinator of the Helpdesk / Asset Management System. Schedules Client Support staff work assignments, sets task priorities for Client Support staff to meet departmental and corporate needs and follows up on call resolution, as required for quality assurance. Generates and reviews monthly call statistics to determine significant areas of concern, pinpoint corporate training needs and respond to call analysis requests. Reports to Information Services Manager areas of concern and remediation options.
- Investigates and corrects desktop equipment hardware and software problems, electronically logs and responds to user calls, resolving those of a routine nature and refers more complex problems to appropriate technical staff after reasonable efforts at problem resolution.
- Participates in the selection and implementation of new client desktop applications and coordinating user

training; assists users with software applications; prepares user guides and provides routine assistance for computer and networking operations.

- Provides Project Management for projects in the Client Support area (e.g. WebMail Training, Forms and Templates Committee, Helpdesk Software Upgrade, Elections, Office 2007).
- Performs routine network and system administration tasks required to set-up and configure clients on the network (e.g. monitoring and setting security access, creating user accounts, correcting passwords), data restoration for users from online or media backup as directed.
- Oversees the preparation and maintenance of a variety of computerized and manual records, related to the work of the HelpDesk (e.g. Workstation Installations by Department for Budget Tracking, Monitor Disposition, Printer Capital Replacement Plan, Helpdesk Call Statistics, Add / Move / Change Client Forms for Network Access); enters and maintains core Helpdesk System (Call Tracking and Asset Management) data; enters and retrieves data from the Helpdesk System; produces presentation quality management reports; and checks and corrects information as required.
- Assists the Information Services Manager with required year end reporting for inventory and with the preparation of materials to support budget deliberations and Higher Service Level Requests.
- Coordinates annual hardware evergreen requirements includes providing vendor quotes, purchase order creation, imaging and deployment.
- Prepares PC's for use with appropriate hardware and software installed, delivers to and tests at site. Diagnostics and testing of new and used printers at all locations.
- Installation, testing of peripheral devices at all locations (e.g. Blackberry, label printers, scanners, DVD readers, smartboard technology).
- Provides technical support and coordinates vendor support for all city phone systems.
- Prepare and deliver classroom training for commonly used applications (e.g. Windows XP, sing Webmail, Understanding Your City's Computer System, Managing Outlook Folders).
- Completes final review of all documentation produced by the Client Support staff including review of said documentation with the Information Services Manager.
- Liaison with major vendors such as Dell, Softchoice and Telus as required for timely task resolution of hardware and software problems.
- Responsibility for the efficient operation of the Computer Lab Environment (booking, resources, set-up, user access, external contractor terms of use and recommendations to management on installation and upgrade of the hardware and software in this environment). Liaisons with the Network Administrators on elevated technical support requirements.
- Creates daily purchase orders to meet departmental requirements (ex: peripheral inventory, evergreen requirements, software licensing).
- Provides all technology support requirements for municipal elections (ex: voter registration system).
- Other duties as may be assigned.

Necessary Qualifications

Knowledge:

- Thorough knowledge of personal computer technology and operating systems, applications and tools, presentation tools and documentation techniques.
- Knowledge of the practices and procedures used by the City in the operation of the telephone and computer hardware and software related to the work performed. Responsible for user maintenance and trouble call vendor liaison to ensure efficient operations at all locations.
- Knowledge of the function of city departments and their requirements.

Skills:

- Thorough knowledge and ability to be considered an advanced user in the corporate-wide applications (e.g. MS Word, Excel, Access, Outlook, PowerPoint, Crystal Reports, Remote Desktop Services) and an intermediate level user in other commonly used applications (e.g. Windows XP, Windows 7, MS Publisher, MS Project, MS Visio,).
- Thorough knowledge of Word Perfect application

- Familiarity with Novell Network Management Tools
- Familiarity with Vadim (or other integrated financial software)
- Familiarity with Tempest (or other property and revenue software)

Abilities:

- Ability to utilize time and computer resources efficiently to meet deadlines. Ability to deal with frequent interruptions and multiple tasks simultaneously.
- Ability to communicate effectively both orally and in writing.
- Ability to prepare and present quality technical training and documentation on applications, procedures and guidelines for City staff and client support staff.
- Ability to comprehend and apply new ideas by reading manuals and following independent learning courses.
- Ability to work with a minimum of management supervision and be a “self-starter”.
- Ability to deal tactfully and effectively with clients and co-workers, exercising good judgments, diplomacy and discretion when handling service requests and complaints and while clarifying information.
- Must have sufficient physical strength, stamina and ability to perform the work
- Must pass and maintain RCMP Secret security screening

Education:

- Grade 12, plus completion of a 1 year accredited technical diploma program from a recognized institution OR the equivalent industry standard [(Microsoft Certified Systems Engineer 2003 (MCSE) or Microsoft Certified Systems Administrator 2003 (MCSA)].
- A+ Certification is essential.
- Microsoft Office User Specialist (MOUS) Certification (2002 or higher),but preferably Microsoft Certified Applications Specialist 2007 is essential.
- Minimum typing speed of 40 wpm.

Training:

- Possession of a valid British Columbia Class 5 Driver’s License.

Experience:

- Minimum of five (5) years of related experience in Client Support role.
- Minimum two (2) years supervisory experience
- Minimum two (2) years experience in a municipal environment

Preferred Qualifications

- Helpdesk Supervisor certification

Signature of Incumbent: _____

Date: _____

Signature of Supervisor: _____

Date: _____