

New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Video Conferencing Analyst

Requested Class

Systems Analyst Level 1

Job Focus

Operations/Program

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Reporting to a Team Lead Video Conferencing Services, the VC Cloud and Solution Analyst's is responsible for GoA Video Conferencing (VC) support, in-room endpoints and on-line cloud collaboration tools such as Webex and MS Teams. Through an audio visual lens this position encompasses the entire life cycle of the video service from basic troubleshooting to installation and maintenance as well as the operation of the hardware and endpoints in boardrooms and spaces.

The operational activities will include working with collaboration team members and a Senior analyst to develop new solutions to meet changing ministry requirements and needs. Responsibilities include related activities such as monitoring of performance, analysis, and resolution of problems, the installation and upgrading of hardware and software, and working with new technologies and products.

This position assists in providing enterprise wide support to all GoA Ministries of real-time video and audio in a reliable and cost effective manner. Some other responsibilities will also include answering help desk tickets, resolution of problems to limit the loss of services as well as assistance on video activities to ensure proper implementation and operation.

The position is assigned operational and project work that is typically focused on a specific aspect of information technology (IT). The position operates independently when performing routine operational and project assignments;

however, they will receive mentoring and guidance when dealing with more complex or unusual situations.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Operational Support:

Works with a team of analysts responsible for the operational support of the VC core infrastructure including endpoints ensuring these services continue to meet stakeholder requirements. Operational support activities include configuration, fixes, patches, upgrades and updates.

Supported technologies include some of the following:

- Cisco endpoints and VC management software
- Microsoft teams certified hardware and related accessories (MTRs) and MS Teams Admin Centre
- Troubleshooting various issues and problems on the video conferencing core infrastructure and peripheral video equipment and working with senior VC support resources when required.
- coordination and configuration of video end points and peripherals at GoA locations.
- Investigate new collaboration technologies
- Maintaining VC core infrastructure software and hardware as directed by Senior VC analysts and assistance with any cloud based device migrations
- Process BERNIE tickets to resolution for customer issues.

The Analyst is responsible for following administrative standards and adhering to the reporting standards practices, methods and procedures for day to day operation of services offered by the Service Alberta Video and Web (cloud) Conferencing team. The goal is to maintain a high level of service availability and customer satisfaction. Specific activities include:

- Provide telephone and email support to clients (including VIPs and Executives)
- Diagnose and troubleshoot customer problems with video conference end points and related virtual cloud based meeting software such as MS Teams, WebEx.
- Provide service and support for applications and functions unique to the worksite/business unit.
- Provide service and support for IP based video conferencing equipment as well as MS Teams devices.
- Configure video conferencing end points.
- Assist clients and provide coaching and cross-training on new/existing hardware and software.
- Development and provide end user training as required.
- Provide end user VC support on-site if required
- Participate in related projects as required.
- Status reporting and other duties as required.
- Develop and maintain documentation as required.
- Advise the Team Lead on issues, problems, etc. with existing systems and new development to help inform decision making

Participate in system analysis, business partner consultation, and requirements consultation as needed

- Assist in transitioning and upgrading boardroom spaces to Microsoft Teams certified hardware
- Assist in providing oversight to vendors for contracted installations and upgrades of video conferencing equipment in GOA boardrooms
- Coordinate the scheduling of technical vendor resources into boardroom spaces for installations
- Create BOMs (builds of materials)
- Test video conferencing functionality in newly upgraded boardrooms spaces
- Help providing VC consultation and support to Ministry clients and stakeholders and ensure
- Ensure compliance with GoA policies, procedures, standards, etc. are maintained and properly considered during

consultation

- Help identify deficiencies and functional defects
- Ensure support guides, quick references, etc. are properly considered during consultation efforts
- Generate ad hoc reports to meet specific client needs and address management information requirements for statistics, data analysis, or special report

Maintain strong relationships with business partners, technology partners, team members, and various stakeholder groups across the GoA requests are dealt with in a timely manner

- Participate in team cross training events, committees, working groups, etc. as needed
- Advise business partners of upcoming changes as needed
- Maintain a working knowledge of business processes of business partners
- Advise business partners on improvement opportunities or streamline opportunities in relation to business processes and the usage of the systems, this could include:
 - Identification of new or existing features that could be leveraged
 - Developing of system reports for trends or issues identification, or to suggest enhancement to application functionality
 - Provide training to business partners on an as needed basis
 - Maintain business partner relationships to ensure support is personable

Service Support: Responsible for support of services offered with the goal of restoring a failed service or a service which is not fully operational. Specific activities include:

- Troubleshooting reported incidents to restore service
- Configuring and updating various hardware and software
- Following of Change Management procedures
- Monitoring the service to ensure proper functionality
- Interfacing with the outsourced supplier to resolve issues.
- Participating in the incident response procedures.
- Provide on-call and overtime as needed.

Service Improvement: Responsible to provide continual service improvement of the Service Alberta supported existing services. Specific activities include:

- Participating in researching of new technologies
- Participating in projects to introduce new services or customers
- Participating in change and release management processes
- Suggests new methods to increase efficiency of available resources

Problem Solving

Typical problems solved:

The position regularly faces complex technical problems that need to be solved. These are resolved by relying on a strong technical background, creativity, technical knowledge, and by researching and/or consulting with other technology experts across the GoA. These are wide ranging problems affecting business areas across all ministries in the GoA.

This position routinely participates in requirements sessions to assist in clarifying business requirements for VC boardroom technology design and upgrades, and projects.

The position is expected to utilize a working knowledge of Government of Alberta standards, policies, practices, etc. to contribute to supporting business partners, providing guidance to system users, or addressing changes such as: video system migration, video firmware updates, video software integrations on GoA laptops/desktops, etc.

The position is expected to take the initiative when engaging with VC clients to provide training, advice, help resources to further a better support experience. The role is expected to escalate requests to the Team Lead and follow through

to ensure Ministry client VC needs are met and the issues are fully resolved.

Types of guidance available for problem solving:

The role reports to the Team Lead position who is routinely called upon for assistance and escalations for technical problems, communications issues, priorities and scheduling constraints, and co-ordination with various teams. Leadership input can be sought to help with challenging situation, and to provide additional advice and support.

Direct or indirect impacts of decisions:

This role is accountable for responding and helping VC Ministry clients, and stakeholders with supported services at the working level. Decisions made by the role directly impact the relationship or the Ministry service area and business partners, and can impact the technology and business process at the working level.

The role provides guidance and suggestions about VC platforms and technologies, boardroom operational readiness, and improving video conferencing service delivery

Key Relationships

Major stakeholders and purpose of interactions:

SDUS leadership and Team Peer Members

- Provide insights into technical work, and get feedback for ongoing work
- Provide peer support and technical advise to other SA technical teams
- Provide process and support recommendations

Cross government Ministry business areas and Service Alberta (SA) staff from various sectors

- In responding to varied customer VC service break/fix and maintenance issues
- Knowledge exchanges, identify service gaps and seek continual service improvement
- Cross training
- Remote VIP boardrooms and software support, and meetings as requested

SA and Ministry Procurement Services

• Coordination and creation of ITPRs, and technical BoM (build of materials) for ongoing Ministry owned boardrooms and office space upgrades and re-stacks

Vendors and Contractors, EUC

• Participate in overseeing contracted and procured boardrooms support issues and installations, new technology research and learning, compliance, engagement (BaaS)

Service Desk

- Discuss customer incident and/or service request tickets, escalations, etc.

Project Management Office

• Reporting progress and status for work for Ministry boardroom consults and supported by services as required.

Required Education, Experience and Technical Competencies

Education Level

Bachelor's Degree (4 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Computing science or related discipline

Job-specific experience, technical competencies, certification and/or training:

SA1 Minimum Recruitment Standards apply:

University graduation in computer science or a related discipline plus two years related experience; or equivalent as described below.

Equivalency: A related two-year diploma in computer technology or a related discipline from a recognized post-secondary institution and four years related experience;

or a related one-year certificate from a recognized post-secondary institution and three years related experience.

- This position requires excellent customer service and time management skills to handle multiple conflicting priorities
- This position requires the capacity to work with multiple business areas, and multiple business partners, in order to troubleshoot technical issues, investigate, and understand business processes and workflows from any area of the GoA, and participate in Ministry VC consultations
- This position requires working closely with Service Desk, End User Computing (EUC), and Boardroom as a Service (BaaS) through appropriate consultation and collaboration to ensure client solutions are developed to meet long-term GoA needs

The position requires the following skills and abilities:

- Competent written and verbal communications for interacting with business partners
- Presentation and coaching skill for delivering one on one training as need with business partners
- A strong desire to learn new skills and abilities
- Working knowledge of best practices, guidelines, policies, and procedures in relation to service delivery of video conferencing service and tools to GoA Ministries.
- Ability to retain strong working relationships with different business areas including:
 - Ministry clients
 - Service Desk
 - Contracted AV vendors
 - EUC and other SA technical teams
- This position requires the following technical knowledge:
 - Microsoft windows operating systems, Video Conference management systems
 - Strong knowledge of AV boardroom technology and installations
 - Cisco endpoints, and Microsoft M365 systems (MTRs) Video Management systems
 - Support tools (examples: remote desktop, teams, webex, etc.)
- Ability to prioritize and coordinate conflicting priorities and support issues
- Ability to work independently as well as part of a collaborative team
- Adherence to programming principles, techniques, practices, and logic
- Detailed knowledge of database principled, practice, design, configuration
- General understanding of cloud based voice and video applications and change management procedures
- Service setup, configuration and patching of:
 - Collaboration servers in Datacenters, Cisco and MS teams endpoints, SHAREPOINT, and other related services

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities 	The position requires strong problem solving abilities to analyze business partner needs, and requirements, and help coordinate solutions to problems.

		<ul style="list-style-type: none"> • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	The position supports a large variety of business partners and frequently needs to jump from focus area to focus area. A strong ability to quickly adjust thinking is critical to success.
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> • Plans based on past experience • Holds self and others responsible for results • Partners with groups to achieve outcomes • Aims to exceed expectations 	The position understands the goals and priorities of the departments and maximizes personal efforts to achieve those goals and priorities.
Systems Thinking	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Considers inter-relationships and emerging trends to attain goals:</p> <ul style="list-style-type: none"> • Seeks insight on implications of different options • Analyzes long-term outcomes, focus on goals and values • Identifies unintended consequences 	The VC service has endpoints in than 700 hundred locations across Alberta, including VIP and Executive Council such as the Legislative Bldg, McDougall Centre, Government House, and Queen Elizabeth II bldg (formerly the Federal Bldg) all which are used by Government staff and stakeholders. All systems are to work seamlessly with virtual meeting cloud software such as MS Team, WebEx. The position must be aware of this environment in their work.

Build Collaborative Environments	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	Works in an open honest manner with colleagues: <ul style="list-style-type: none"> • Creates sharing opportunities • Actively shares, accepts and listens to others • Recognizes conflict, respects and discusses opinions openly • Supports group even to learn from mistakes • Recognizes differing interpretations 	Customer service and communication is crucial to this role as the primary function is to liaise between business partners and Information Technology systems, and to interact with a large variety of skills and abilities of various team members and others.
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name	Date yyyy-mm-dd	Employee Signature
Supervisor / Manager Name	Date yyyy-mm-dd	Supervisor / Manager Signature
Director / Executive Director Name	Date yyyy-mm-dd	Director / Executive Director Signature
ADM Name	Date yyyy-mm-dd	ADM Signature
DM Name	Date yyyy-mm-dd	DM Signature