

New

Ministry

Service Alberta

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

VIP Support Analyst

Requested Class

Job Focus

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:

The Technology Support and Operations Division uses a one-government approach to Information Management and Technology (IMT) governance, decision-making and service delivery across the Government of Alberta (GoA) balanced with individual business partner needs. This broader lens facilitates enhanced data sharing, collaboration, reduction in data duplication and innovation support to ensure effective IMT solution and service delivery across the government to provide better services to Albertans.

Reporting to and working closely with the Team Lead, LEG VIP Support, the VIP Support analyst plays a critical role in providing Service Request Coordination (SRC), Wireless Access (WAAC) services, and IT Support to the VIPs within the Alberta Legislature Building.

Responsibilities

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

This position must be able to thrive in a complex, diverse and rapidly changing environment with competing priorities. The Analyst must have the ability to adapt quickly to situations, provide innovative solutions to satisfy requirements. They must understand out the GoA technical environment and teams who provide services.

• Service Responsibilities

- Review all submitted user service incidents and RITMs.

- Ensure process and procedures related to BERNIE are being followed.
- Ensure all work requested is tracked within BERNIE and that work logs and resolution details are kept updated.
- Keep the client up to date on the status of their requests.
- **Service Operations**
- Coordinate the submission of all requests originating from VIP clients.
- Engage the required GoA teams if their assistance is needed in request submission or resolution.
- Assist in the creation and maintenance of process documentation.
- Work with senior analysts to troubleshoot, resolve and/or coordinate the resolution of all support calls originating from VIP clients.
- Provide assistance to users either on site, via phone, or remotely.
- Provide assistance to team members as a junior technical resource.

Problem Solving

Typical problems solved:

Working in a highly complex and continually evolving environment, this position is relied on to provide a high level of SRC and WAAC services to the VIPs at the Alberta Legislature. They must be able to think on their feet and determine the best method to resolving a client issue.

The position regularly faces problems that need to be solved. These are resolved by depending on a technical background, creativity, technical knowledge, and by researching and/or consulting experts across the GoA.

Types of guidance available for problem solving:

Guidance for problem solving is provided by the team lead and other colleagues. The analyst will use all problem solving tools available which include people and technology.

The analyst needs to have good problem solving skills and be able to work as part of a team. They must have the ability to determine effective and efficient ways to solve problems.

The position reports to a team lead which can be called upon for assistance and escalations for problems with technologies, priorities, and co-ordination with teams. Team lead input can be sought to help with challenging situation, and to provide advice and support.

Direct or indirect impacts of decisions:

Failure to successfully perform duties can result in the Alberta Legislature clients not being able to interact efficiently with co-workers and could potentially affect their ability to perform their job duties and to serve Albertans.

Key Relationships

Major stakeholders and purpose of interactions:

VIPs within the Alberta Legislature

- Interactions will be on a daily basis.
- The purpose of the interaction is for seeking clarification on issues and to provide support.

Colleagues

- Interactions will be on a daily basis.
- The purpose of the interaction is for discussing issues and to get assistance in providing support.

Team Lead, LEG VIP Support

- Interactions will be on a daily basis.
- The purpose of the interaction is for discussing issues, escalations, and to get assistance in providing support.

Required Education, Experience and Technical Competencies

Education Level Applied Degree	Focus/Major Other	2nd Major/Minor if applicable	Designation
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If other, specify:

Computing Science or related discipline

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

Positions at this level work closely with senior IT professionals and are assigned to operational duties that require solid foundational knowledge of computer science concepts and methodologies (infrastructure, programming, network and mainframe products, and systems management) from which they can build from. This theoretical knowledge is typically gained through a post secondary degree in computer sciences or related program or equivalent combination of education and experience.

- General understanding of IT policies and programs.
- Able to work well in a team environment, take direction and work within deadline constraints is essential.
- Strong communication skills are required to explain IT concepts and seek clarification from clients.
- Well organized and have a good eye for detail.
- Able work both independent of supervision and within a team environment.
- Good problem solving and analytical skills.
- Excellent customer service skills.
- Good communication skills (both written and verbal).

General Knowledge of:

- Information technologies, desktops, laptops, peripherals, network devices, and servers
- All Windows platforms
- Microsoft Exchange and Outlook
- Microsoft Active Directory Services
- Mobile devices, enrollment processes and Microsoft Endpoint Manager
- Multifunction Authentication
- Video conferencing technologies
- Mac platforms

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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Is open to new ideas and breaks problems down to identify solutions: <ul style="list-style-type: none"> • Breaks down problems into small parts • Constructively 	The analyst needs to be able to assess each support situation and choose the best method to resolve that issue.

		<p>questions and challenges the norm</p> <ul style="list-style-type: none"> • Open to other's perspectives and aware of own • Contributes ideas for improving processes, and adapts existing practice to address problems 	<p>Resolution may include working with colleagues and other support teams to find a final resolution</p>
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiples priorities • Operates within APS value system 	<p>The analyst needs to prioritize service requests based on client needs, overall requests, and available resources to address workloads.</p>
Develop Networks	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Maintains collegial internal relationships and understands external network:</p> <ul style="list-style-type: none"> • Seeks to understand perspectives and needs of others • Follows through, has integrity and respect for others • Helps and follows through • Keeps key stakeholders informed; is professional and respectful 	<p>The analyst may need to reach out and work with multiple GoA or vendor support teams in order to see a client's issue through to resolution.</p> <p>The analyst must rely on strong relationships within the team. and ensure to keep clients informed about the status of their requests.</p>

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