

POSITION TITLE		CLASSIFICATION	WAGE RATE
Help Desk Support Clerk		Project Assistant	\$29.78
NUMBER OF POSITIONS	WORK TERM	WORK GROUP OR LOCATION(S)	WORK UNIT
Up to 4	May 2024 to March 28, 2025	Victoria, BC and Saanichton, BC	Information Technology, Technical Services

JOB OVERVIEW:

Reporting to the Team Lead, End User Support, the Help Desk Support Clerk applies subject matter knowledge and expertise to provide operational and administrative support for the Information Technology (IT) program area, manage the IT inventory, record and resolve Tier-1 issues and escalate requests for IT services, both from internal staff and field staff around the province during electoral events. The Help Desk Support Clerk plans, develops and implements program policies, procedures and administrative systems to ensure effective and efficient operations and the continuous improvement of IT program service delivery processes and procedures.

JOB DUTIES AND TASKS:
1. Coordinates program administration:

- Contributes administrative and technical expertise to the planning, development and implementation of IT program policies, procedures and administrative systems to ensure effective and efficient operations.
- Develops and maintains administrative systems to monitor and report on the status and effectiveness of service desk activities.
- Leads continual improvement efforts as directed by the Team Lead, End User Support to ensure the day-to-day operation of service desk-related systems are consistent with EBC priorities and meet operational and legislated requirements.
- Actively contributes to projects as a subject matter expert (e.g. to meet legislative requirements or to enhance the efficiency of program and administrative procedures) including gathering requirements, design specifications, troubleshooting, user acceptance testing and implementation.
- Provides orientation and training to familiarize new employees with administrative policies and procedures.
- Gathers, compiles and reports on IT financial information including expenditure tracking and budget development.

- Produces reports and status updates on service desk functions.
- Records minutes of IT-related meetings.
- Establishes and maintains the ARCS/ORCS records management system ensuring the storage, retrieval and disposal of records according to established guidelines.
- Develops and maintains IT program administrative policy and procedure manuals.
- Produces a variety of routine and ad hoc reports related to client service.

2. Manages IT hardware and software inventories at Elections BC headquarters and for temporary field offices and voting locations around the province during electoral events:

- Plans, develops and implements policies, procedures and administrative systems to ensure effective and efficient logistics management, including maintaining inventory records and coordinating asset deployment, maintenance and disposal.
- Develops and maintains records of user access authentication forms, contact lists, and software licenses.
- Develops and maintains IT inventory policy and procedure manuals, including training materials for staff.

3. Provides Tier-1 service desk front-line IT support to users and administers problem tracking:

- Receives client requests, collects incident details and technical and business data to conduct initial assessments, isolates incidents, determines and classifies severity and breadth of impact, identifies possible solutions and determines and assigns incident remediation to appropriate technical resource.
- Ensures clients are able to utilize technology resources effectively and that technical issues, incidents and requests are handled within service standards.
- Provides orientation and training to familiarize new employees with service desk Tier-1 support policies and procedures.
- Supports the effective planning, supply, set up and take down of PCs, computer projectors, local area networks and audio-visual equipment for training and presentation sessions.
- Notifies clients of systems alerts, scheduled outages and performance issues.
- Guides clients in procedures to test or resolve issues.
- Raises and closes alerts with central shared service provider regarding issues identified as common desktop/network related.
- Consults with stakeholders on technical issues and escalates according to protocols.
- Documents nature of incident and resolution in service desk application.
- Follows up with clients to ensure incidents are resolved.
- Performs security administration including granting access and modifications, generating and resetting passwords, and creating and deleting accounts.
- Provides feedback on new/enhanced applications related to ease of use and level of technical support required, and recommends solutions to resolve recurring incidents.
- Participates in implementation of new application releases. Tracks and reviews issues to determine whether changes to procedures are required.

- Develops, runs, and monitors systems reports to identify common or escalating trends in usage, performance, or incidents to guide development of technical solutions, communications and training
- Implements PC, laptop and iPhone configuration changes under the supervision and guidance of the Technical Services group Technical Analysts.

4. Performs other IT-related duties:

- Drafts, reviews, formats, proofreads and edits (e.g. to ensure consistency with EBC content, grammatical and format standards) a variety of documents (e.g. including correspondence, memoranda, reports, presentation materials, graphs, charts, statistics and briefing materials).
- Develops and maintains effective working relationships with internal and external clients.
- Contributes to the enhancement of Election BC's corporate culture and reputation of the organization with clients and members of the public.
- Participates in continuing education to maintain knowledge of the technological environment and current issues. Assists other Elections BC programs, as needed.

JOB REQUIREMENTS:

Education and Experience:

- Secondary school graduation and recent (within the last 2 years) relevant experience
- Recent, relevant experience must include:
 - Providing client services and/or program and administrative coordination services in a high volume office environment.
 - Preparing and editing business documents.
 - Maintaining records management systems, performing data entry and ensuring data integrity.
 - Acting as a point of contact for telephone and email inquiries.
 - Proficiency in the use of MS Office suite (Word, Excel, PowerPoint, and Outlook) and demonstrated experience using these work tools in an administrative role.

Preference may be given to applicants with:

- Related experience providing client support services in an information technology environment

Applicants must be willing and able to:

- Apply tact and diplomacy and interact effectively with stakeholders who may be emotional or uncooperative and/or lack an understanding of technology.
- Fulfil the requirement to act as a non-partisan representative of Elections BC.
- Work outside normal business hours, occasionally, to meet deadlines.

NOTE: Successful completion of security screening requirements of the BC Public Service (a criminal records check) may be required.

Knowledge, Skills and Abilities:

- Working knowledge and understanding of office automation applications, hardware, and Microsoft Windows operating systems.
- 40 wpm keyboarding speed required.
- Written and oral communication and interpersonal skills.
- Ability to take accurate notes at meetings and produce minutes for distribution.
- Ability to quickly and accurately assess problems and develop solutions.
- Ability to recognize the significance of problems and escalate quickly where appropriate.
- Ability to take responsibility for quality of service to a client.
- Ability to work with frequent interruptions and multi-task in an environment where priorities are constantly changing.
- Ability to work independently and with limited supervision.
- Willingness to develop and maintain good working knowledge of applications and services and to stay current with technology related to job function.

Competencies:

- Service Orientation
- Results Orientation
- Teamwork and Co-operation
- Problem Solving/Judgement
- Initiative
- Concern for Order

Link to competency definitions:

<https://www2.gov.bc.ca/gov/content/careers-myhr/job-seekers/about-competencies>