



## REPRESENTATIVE FOR CHILDREN AND YOUTH

### Job Profile

<b>TITLE: Intermediate Technical Analyst</b>	<b>CLASSIFICATION: Information Systems 24</b>
<b>POSITION NUMBER: 00124104</b>	<b>SUPERVISOR TITLE: Data Warehouse Analyst</b>

#### ORGANIZATIONAL CONTEXT

The Office of the Representative for Children and Youth (RCY) hosts a Corporate Shared Services unit supporting two offices of the Legislature: the Office of the Representative for Children and Youth and BC's Office of the Human Rights Commissioner (BCOHRC). The specific services provided by Corporate Services are finance, facilities, information technology and privacy, and human resources.

RCY provides advocacy support to people dealing with the child and youth service system, monitors and reviews government services to children and youth and reviews and investigates selected deaths and critical injuries of children and youth who are receiving services, with a particular focus on First Nations, Métis, and urban Indigenous children and youth. BCOHRC promotes and protects human rights through research, policy development, and public inquiries into issues of systemic discrimination

RCY and BCOHRC share the values of promoting dignity and respect and upholding the rights of marginalized individuals and communities. The offices are committed to ensuring that policies, procedures and practices are rights-based, culturally attuned and agile. We honour the unique backgrounds, viewpoints, rights and beliefs of children, youth and adults; everyone is treated with dignity, equality and trust.

#### JOB OVERVIEW

Reporting to the Data Warehouse Analyst, the Intermediate Technical Analyst position is essential to the smooth functioning of the IM/IT Team. The incumbent participates in the implementation and ongoing support of all corporate IT infrastructure related technologies for both RCYBC and BCOHRC. This position also supports all technology, operations management, technology planning, technical support/issue management and hardware/software acquisition services. The incumbent is often the face of IM/IT services for RCYBC and OHRC staff, and essential in ensuring that the mandates of both organizations are met in a timely and effective manner.

## **ACCOUNTABILITIES**

### **Provides operations management and technology planning for the organizations**

- Assists in defining and analyzing business and systems needs for different programs and initiatives
- Supports the development and updating of business continuation and data security plans, policies and procedures
- Assists in the development of maintenance and contingency plans for hardware, software and communications infrastructures
- Ensures compliance with policies and procedures for LAN and e-mail administration and user support
- Monitors network reliability and load and reports issues up to Data Warehouse Analyst
- Supports the planning, evaluation and implementation of software updates and new technologies
- Guides staff logging, analyzing and resolving hardware, software and communications problems

### **Coordinates the acquisition of system accesses and services**

- Maintains contact with technology suppliers and service providers
- Monitors and evaluates supplier services for accuracy and compliance with service level agreements (SLAs)
- Orders and oversees the receipt, inventory, and implementation of systems accesses and services

### **Coordinates the acquisition and maintenance of hardware and software**

- Maintains contact with technology suppliers and service providers
- Monitors and evaluates supplier services for accuracy and compliance with SLAs
- Orders and oversees the receipt, inventory, testing, maintenance and installation of hardware/software

### **Provides technical support for organization specific technology and services, acting as a first point of contact for staff from both RCYBC and BCOHRC**

- Troubleshoots and resolves (either personally or through a third party) issues with technology and services
- Identifies, defines and analyses recurring issues, potential problems and opportunities for business improvements
- Ensures clients can utilize technology resources effectively and that technical issues, incidents and requests are handled within service standards
- Documents support materials for technology and services.

### **Performs other related duties**

- Performs regular OS and application patching on servers (Windows and Linux)
- Performs other related work as assigned by the Data Warehouse Analyst

### **JOB REQUIREMENTS**

#### **Education and related experience**

Certificate in computer science or another IT related discipline plus 3 years of recent related experience.

Recent, related experience would ideally be within the last five years and will include following:

- experience in investigating and implementing complex IT integration challenges
- experience troubleshooting, testing, implementing software and hardware solutions
- experience in client service and supporting the needs of multiple users

An equivalent combination of education and experience may be considered.

**Preference may be given to Indigenous applicants. If you are an Indigenous applicant, to assist us with screening please ensure your application clearly indicates that you self-identify as an Indigenous person.**

Applicants must be able to successfully meet RCY security screening requirements which include a criminal record check and *Criminal Records Review Act* (CRRRA) check.

#### **Knowledge, skills and abilities**

- Demonstrated ability to communicate effectively, both orally and in writing, with all levels of staff and management
- Strong analytical skills.
- Knowledge of change management processes, technical writing and project management methodologies.
- Demonstrated ability to work well with staff with a wide range of technical ability and communication/learning styles, and the ability to adjust approaches based on these needs.
- Knowledge of the installation, configuration, maintenance and problem resolution of hardware, software, operating systems and network components.
- Knowledge of application design and development life cycle; and fundamentals of Information Technology security.

- Ability to direct and oversee concurrent IM IT issues with multiple competing priorities and timelines.
- Ability to work under pressure, within strict timeframes and meet deadlines.

## BEHAVIOURAL COMPETENCIES

- **Analytical thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Problem solving** is the ability to identify solutions to difficult or complex issues either relating to business processes or the technology that supports them.
- **Listening, Understanding and Responding** involves the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Flexibility** is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

## INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

- **Indigenous-Centred Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous peoples.

**For more information on competencies, see:**

[BC Public Service competency resource page](#)  
[Indigenous relations behavioural competencies](#)