IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Collaboration Technology Analyst	
Position Number(s)	**Community(s)**	**Division/Region(s)**
97-9916	Yellowknife NT	President's Office

PURPOSE OF THE POSITION

The Collaboration Technology Analyst is responsible for providing specialized technical support, requirement definitions and implementation services and advice to maintain the effective, uninterrupted operation of the WSCC's, Collaboration Suite Platforms. The Collaboration Technology Analyst supports WSCC business units by engaging and understanding their business needs and targeting enhancements. Responsibilities are carried out in accordance with industry standards, policies, and procedures to ensure effective and efficient system performance and monitoring.

This position works as part of the team that provides timely, accurate and consistent digital internal communications advice and project support across the WSCC and in accordance with supporting directives, guidelines, and processes. Working with the Strategic Planning and Corporate Reporting Analyst, this position supports the delivery of the WSCC's overall internal communications strategy, as well as providing advice and support across business units ensuring that digital internal communications are consistent, data-driven and evidence-based and follow the Visual Identity Program (VIP).

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. WSCC operations are located in Yellowknife and Iqaluit.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

The Collaboration Technology Analyst is a part of the President's Office team, which aims to support strategic and efficient internal communications across the WSCC by working with colleagues to consistently plan, implement and monitor internal communications activities within an ever-changing communications landscape.

Together, the team has responsibility for delivering a WSCC internal communications program that integrates the work of all divisions.

Located in Yellowknife, the incumbent reports to the Chief Governance Officer/ Senior Advisor. The position supports the work of the organization by providing digital internal communications advice, guidance, and project management support to the WSCC areas of digital media, social media and web presence.

RESPONSIBILITIES

1. **Lead the implementation, use and maintenance of Collaboration Suites throughout the WSCC.**
    - Create and maintain user accounts and access control lists.
    - Liaise with business units that are using the Collaboration Suite to ensure that the product is meeting their needs.
    - Lead role in the implementation, maintenance, and technical support.
    - Develop policies, procedures, business rules and best practices.
    - Assist in the development of training materials.
    - Audit and monitor system to ensure that the confidentiality and security of information is maintained.
        - Perform internal website content audits with a view to ensuring content is organization-centered; ensuring that the information presented is relevant and organized, that navigation and page setup follows existing user experience and user interface structures, and that content supports internal communications objectives.
        - Provide quantitative and qualitative analysis and recommendations for ongoing improvements to the WSCC's digital internal communication channels.
        - Act as an internal resource for user-centered digital strategy and design.

2. **Administer the WSCC digital internal communication channels, and support divisions to understand and use the collaboration suites.**
    - Support the President's Office team to establish directives and guidelines for internal platforms (SharePoint and Microsoft Teams).
    - Contribute to developing and implementing key performance indicators, data gathering processes, and appropriate reporting mechanisms to inform the continuous evolution of the internal communications approach and strategy.
    - Research best practices and trends to inform the continuous evolution of the digital internal communications approach and strategy.
    - Work with business units to support the crafting, scheduling and posting of internal communications content via the platforms.

- Provide advice to divisions on the application of internal communications directives and guidelines in the development of unit content.

3. **Ensure that the WSCC's internal website (SharePoint) and Microsoft Teams are an effective and engaging digital communications platform.**
   - Support the Strategic Planning and Corporate Reporting Analyst to establish directives and guidelines specific to the SharePoint and Microsoft Teams platforms.
   - Develop unique, engaging, and relevant content for the platforms (including staff spotlights and recognition, contests, information sharing and events).
   - Review analytics to assess trends and engagement levels for various types of content and use this information to support and encourage the development of content that will boost engagement, participation, and use.
   - Lead the continuous improvement of the structure and content of the sites.
   - Work with business units to promote and support the use of SharePoint as an effective internal communications tactic.
   - Prepare and distribute the monthly Tailgater Newsletter.
   - Maintain and review SharePoint to ensure content creator compliance with related directives and guidelines.

4. **Collaboration Suite Application Maintenance.**
   - Provide application support and development for WSCC owned modules within the Collaboration Suite Platforms (i.e.: SharePoint and Microsoft Teams).
   - Oversee and lead systems maintenance and upgrades to ensure effectiveness of the system and integrity of the data.
   - Provide technical expertise in application maintenance and support.
   - Maintain existing inventory of current modules/versions/patches.
   - Keep up to date on all version releases (read release notes, changes, etc.).
   - Test new version releases for Collaboration Suites and all licensed modules.
   - Test and apply all patches and hotfixes.
   - Notify clients of scheduled downtimes to update modules.
   - Ensure all Collaboration Suite application servers are healthy with proper services running.
   - Periodically validate search index to ensure accuracy.
   - Troubleshoot technical issues and identify modifications needed in application to meet changing user requirements.
   - Perform database application development.

5. **Lead the development, implementation, and maintenance of new applications.**
   - Develop and lead the strategic implementation of new Power App/Power automate based applications, aligning with WSCC's business objectives and technological roadmap.
   - Oversee the entire lifecycle of Power Automate and Power Apps, from design and development to deployment and ongoing optimization, ensuring seamless integration into WSCC's operational landscape.

- Collaborate with diverse teams across WSCC to identify and understand automation and application needs, facilitating the creation of efficient workflows and user-friendly applications.
- Develop training programs and initiatives to promote the adoption of Power Automate and Power Apps across the organization, ensuring that users are proficient and leveraging the full potential of these tools.
- Implement a continuous improvement framework for Power Automate, Power Apps and other application stacks, monitoring performance metrics, gathering user feedback, and iteratively enhancing functionalities to meet evolving business requirements.

WORKING CONDITIONS

Physical Demands
No unusual demands.

Environmental Conditions
No unusual demands.

Sensory Demands
No unusual demands.

Mental Demands
No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Understanding of access and security management.
- Knowledge of Web Development languages such as: C#, VB, JavaScript, AJAX, HTML, XML, CSS, and understanding of design standards and methods.
- Knowledge of testing procedures associated with information systems.
- Knowledge of software packages, database systems, software development tools, prototyping and modeling tools, multi-tier computing environments, hardware environments, operating systems, and communication environments.
- Knowledge of normal office productivity tools and procedures (Microsoft Word, Outlook, Excel).
- SQL and PostgreSQL database and technology skills.
- Ability to ask a series of probing questions to get at the root of a situation or problem.
- Ability to analyze multiple causal links, several potential causes of events, several consequences of actions, or multiple-part chains of events.
- Ability to use knowledge of theory or of different past trends or situations to look at current situations.
- Ability to be an active listener and to respond effectively to individual and group communications and concerns.

- Ability for accurate insight into other people/group's behavior and motivation and an ability to respond appropriately.
- Ability to follow through on client inquiries and requests. This includes keeping the client up to date about the progress of the service being provided and monitoring the client's satisfaction.
- Ability to produce written documents which are clear, concise, and easy to understand by a diverse audience.
- Ability to values others' input and expertise. Invites team members to contribute ideas and opinions to help form specific decisions or plans. Is willing to learn from others.
- Ability to manage change and provide “end-user” guidance as required.
- Ability to estimate, plan and report project timelines, milestones and progress and guide multiple tasks, schedules, and projects in a coordinated manner.
- Ability to think analytically and relationally while solving complex problems.
- Ability to support clients in the daily use of Collaboration Suite, troubleshooting/resolving problems.
- Ability to write systems documentation and to guide the development of or write user documentation.
- Ability to know one’s limitations and escalate issues that are beyond this position’s scope.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.
- Knowledge of website analytic tools, such as Google Analytics.
- Digital/social strategy, communications and content development background.
- Ability to learn and adapt to new technologies and trends.
- Presentation skills.
- Client services skills.
- Research and analytical skills.
- Knowledge of and/or the ability to learn / apply the WSCC’s Visual Identity Program.
- Solid interpersonal skills.
- Ability to work both in a team environment and independently.
- Ability to find innovative ways to resolve problems and find solutions.
- Ability to network and build relationships with staff across GNWT departments.
- Ability to insert enthusiasm for digital marketing
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in technology, graphic design, social media or a related field, and two (2) years of relevant digital communications experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

☐ No criminal records check required.

☒ Position of Trust – criminal records check required.

☐ Highly sensitive position – requires verification of identity and a criminal records check.

French language (check one if applicable)

☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous language: Select language

☐ Required

☐ Preferred