

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>311 SUPPORT ANALYST</b>		
<b>DEPARTMENT:</b>	Communications & Customer Services		
<b>LOCATION:</b>	Various	<b>UNION:</b>	C.U.P.E. Local 543
<b>HOURS OF WORK:</b>	37.5	<b>JOB CODE:</b>	543428
<b>SHIFT WORK REQ'D:</b>	No	<b>GRADE/CLASS:</b>	0.13

**DUTIES:**  
Reporting to the Systems Administrator, this position will provide functional support for the CSR system. Responds to inquiries from the Customer Contact Centre Supervisors, Customer Contact Representatives, and all departmental users related to the CSR system. Works in conjunction with third party vendors as well as internal technical resources, corporate departments to resolve issues, improve processes and achieve best practices. Researches, configures and maintains system knowledge base. Responsible for the creation of ad-hoc reports and/or queries and the creation of data spreadsheets. Provides classroom training and training documentation on Contact Centre and CSR for users. Performs system testing as required for software updates. Monitors and troubleshoots the AMANDA/CSR interface. Responsible for the development of specifications and design documents. Creates business process flowcharts; creates and maintains security profiles and provides support to end-users for data entry and processes. Conducts ongoing performance and system reviews to ensure CSR system meets functional and technical requirements for users and departments. Monitors and responds to various channels as assigned (email, text, mobile apps, etc. Will perform Occupational Health and Safety duties as outlined in the Corporation's Health and Safety program. Will perform other related duties as required.

- QUALIFICATIONS:**
- Must have an Ontario Secondary School Graduation Diploma plus two (2) years of post-secondary education from a Community College in computer studies or Business Administration (Finance, Accounting, Marketing, Human Resources), or Ontario Ministry of Education equivalencies;
  - Must have over three (3) years of demonstrated work experience working with computer applications such as customer relationship management, business process systems or databases
  - Must have the ability to travel to off-site locations in a timely and expedient manner as required. If method of travel is by vehicle, a current, valid and lawful Driver's Licence will be required in accordance with the Highway Traffic Act and must provide a driver's abstract as a condition of employment;
  - Must be able to demonstrate an advanced level of skill in Excel;
  - Must possess strong problem solving skills;
  - Must be able to deal calmly and professionally with users;
  - Must be able to interpret a complicated problem/solution and explain it in non-technical terms;
  - Must have good written and verbal communications skills;
  - Must have experience training one on one or in a classroom setting
  - Motorola CSR and or Amanda Functional experience is a definite asset.
  - The physical demands analysis associated with this job indicates a sedentary level of work.

**In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.**



**TTY:1-800-855-0511**  
**www.citywindsor.ca**

