

**JOB DESCRIPTION**

<b>POSITION:</b>	<b>211 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>	543431
<b>SHIFT WORK REQ'D:</b>	No	<b>GRADE/CLASS:</b>	0.13

**DUTIES:**

Reporting to the Supervisor, Customer Contact Centre, this position will be responsible to provide functional support and database maintenance for the 211 system; respond to inquiries from the Call Centre Supervisors, 311/211 Operators, and all end users related to the 211 system and determine the root cause of issues and provide resolutions; will be required to travel to off-site locations to attend meetings; contact technical support as needed (internal and/or external); will provide current, relevant information for both the intranet, the City's website, and the 211 database. Responsible for the creation of ad-hoc reports and/or queries. Provides classroom training as required for trusted users of the 211 database and prepares and updates training documentation for 211 end users. Performs system testing as required for software updates; responsible for the review and development of specifications and design documents and maintains data base records in accordance with AIRS standards. Responsible for flowcharting business processes; prepares, creates and maintains security profiles. Monitors and responds to inquiries from the 211 inbox. Will perform Occupational Health & 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 three (3) years of post-secondary education from a Community College or University in Business, Social or Health Sciences and/or a Technology-related discipline or Ontario Ministry of Education equivalencies;
- Must have over three (3) years of work experience in a Customer Service-related environment;
- 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 is 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 Microsoft 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;
- Must be willing to work towards CRS (Certified Resource Specialists) Designation;
- Should have experience in a computerized network environment including frequent exposure to citizen inquiries/service requests as well as the business flow associated with resolving them;
- Previous experience with CIOC or iCarol databases and taxonomy would be considered an 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.**