

Job Posting #:

Job Title: 211 SUPPORT ANALYST - 543431

Department: Communications & Customer Services

Union: C.U.P.E. Local 543

Work Location: Various

Position Status:

Rate of Pay:

Posting Period:

DUTIES AND RESPONSIBILITIES:

Reporting to the Customer Contact Centre Supervisors, the 211 Support Analyst will be responsible to provide functional and technical support for the regional 211 service including database maintenance and curation in compliance with AIRS standards. Responds to inquiries from Customer Contact Centre staff, and all end users of the 211 system. Determines root cause of technical issues, troubleshoots using iCarol and Help Desk ticketing systems. Interacts with outside partners such as 211 data-leads; Ontario 211 and community agencies. Responsible for the creation of ad-hoc reports and/or queries. Responsible for the oversight of the 211 southwest portal; E-Blast service; social media platforms and 211 general email box. Prepares and updates training documentation for 211 users. Facilitates and attends meetings on/off site as needed. Conducts presentations, prepares promotional materials and undertakes other outreach activities as required. Performs system testing for software updates. Responsible for creating and maintaining security profiles in iCarol. 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-DC (Community Resource Specialist – Database Curator) 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 iCarol database and taxonomy would be considered an asset;
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WORKING CONDITIONS:

Shift Work Req'd: Error! No document variable supplied.

PHYSICAL REQUIREMENTS:

The physical demands analysis associated with this job indicates a sedentary level of work.

POSTING SPECIFICS:

Who May Apply:

Current employees of the Human Resources Department. Eligibility for consideration is determined by the applicable collective agreement and/or current Corporate hiring practices.

How To Apply:

Complete an Internal Job Transfer Form (available at Human Resources or on Dashboard) and attach a resume, specifically noting the job posting number, your qualifications and experience as outlined above.

Apply To:

In person to the Human Resources Department

Update:

By Human Resources on February 1, 2017.

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.