

POSITION: 311 SUPPORT ANALYST

JOB POSTING #: 2014-0173

DEPARTMENT:	Communications & Customer Service	UNION:	543
POSTING TYPE:	Corporate	JOB CODE:	543428
POSTING STATUS:	Regular Part-time	POSITION #:	00004535
# OF POSITIONS:	1	GRADE/CLASS:	0.13
SHIFT WORK REQ'D:	No	SALARY RANGE:	\$26.20 to \$30.80 per hour
		HOURS PER WEEK:	Up to 25 hours per week

DUTIES:

This position, under the direction of the 311 System Administrator, provides functional support for the CSR-311/211 system. Responds to inquiries from the Call Centre Supervisors, 311/211 Operators, and all departmental users related to the 311/211 system to determine root cause of issues and provide resolutions. 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 311/211 Operators and departmental users. Performs system testing as required for software updates. Monitors and troubleshoots any errors with 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. Contacts Motorola CSR Support or internal technical support when needed. Monitors and responds to email inquiries from the 311 Inbox. Performs Occupational Health and Safety duties as outlined in the Corporate Health and Safety program. Performs 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-related studies, or Ontario Ministry of Education equivalencies;
- Must have over three (3) years of demonstrated work experience in a computerized network environment using Excel, Power Point, Word and Outlook and including experience in a large operating department with frequent exposure to citizen inquiries/service requests;
- 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 be able to lift up to 5 lbs.;
- 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 license will be required in accordance with the Highway Traffic Act and must provide a Driver's abstract as a condition of employment;
- Experience conducting training for staff in a classroom environment is a definite asset;
- Amanda functional experience is a definite asset;
- CSR functional experience is a definite asset.

POSTING SPECIFICS:

- Posting Period:**
- **Friday, July 4, 2014 at 8:30 AM to Thursday, July 10, 2014 at 4:30 PM**
 - **APPLICATIONS WILL ONLY BE ACCEPTED DURING THE POSTING PERIOD.**
- Who May Apply:**
- Current City of Windsor employees. 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 or one of the Customer Care Centres
 - By faxing your Job Transfer Form and resume to the Human Resources Department
- Updated:**
- By Human Resources on April 24, 2014