

POSITION: 211 SUPPORT ANALYST**JOB POSTING #:****DEPARTMENT:** Communications & Customer Service**UNION:** 543**POSTING TYPE:** Corporate**JOB CODE:** 543431**POSTING STATUS:** Regular Full-Time**POSITION #:****# OF POSITIONS:** 1**GRADE/CLASS:** 0.13**SHIFT WORK REQ'D:** No**SALARY RANGE:** \$25.24 to \$29.67 per hour**HOURS PER WEEK:** 37.50**DUTIES:**

This position, under the direction of the 211 Project Manager, will 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 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 CIOC database; responsible for the creation of ad-hoc reports and/or queries; will provide classroom training as required for trusted users of the 211 database; prepares and updates training documentation for 311/211 Operators and 211 end users; performs system testing as required for software updates; responsible for the review and development of specifications and design documents; responsible for flowcharting business processes; prepares, creates and maintain security profiles; Occupational Health and Safety duties as outlined in the Corporate Health and Safety program; will perform other related duties as required.

QUALIFICATIONS:

- Must have an Ontario Secondary School Graduation diploma plus 3 year post secondary education from a Community College or University in Business, Social Science, Technology or related field or Ontario Ministry of Education equivalencies.
- Must have over three (3) years work experience in a customer service environment.
- Should have experience in a computerized network environment using Microsoft Word and Excel including frequent exposure to citizen inquiries/service requests as well as the business flow associated with resolving them.
- Must have ability to travel to offsite 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.
- 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 demonstrated ability to train staff.
- Must be willing to work towards CRS (Certified Resource Specialists) Designation.
- Previous experience with the CIOC database would be considered an asset.

POSTING SPECIFICS:

- Posting Period:**
- at 8:30 AM to 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 September 18, 2012