

Class No.:	
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CLASS SPECIFICATION

CLIENT SERVICES ANALYST

NATURE AND SCOPE OF WORK

Reporting to the Manager, Customer Experience – Client Services/Helpdesk, Digital Technology Services (DTS), the Client Services Analyst will provide technical work in support of ITSM systems and processes, knowledge management to encourage self-help, and up to date service management tools such as AI chat and helpdesk self-service tools that are required to support the university community. The incumbent in this position is primarily responsible for analysis, design, and development of the ITSM system and processes required to support the ITIL framework.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Configure and maintain the ITSM system for the DTS department and other university community service providers processes.
- Perform system upgrades and updates required for the ITSM system including analysis, implementation plans, change management and release management. These activities are to be coordinated with the university community, DTS teams, and vendors to ensure smooth deployment, testing, and user training.
- Develop and maintain a standard knowledge management system that can be leveraged and contributed to by the DTS department.
- Identify and configure self-help opportunities for the university community to support an efficient workflow.
- Identify and implement up to date ITSM tools such as AI chat; help desk and other modern day self-service tools.

- Develop and deliver technical training for the university community using different training modalities.
- Review and follow the change control processes based on ITIL to manage the delivery of changes into DTS production systems.
- Prepare agenda and material for change advisory board (CAB) meetings.
- Prepare a release schedule and plan for all changes being made to DTS TEST and Production systems.
- Develop communications that are to be sent to the university community regarding DTS outages, downtimes, and releases to production systems.
- Collaborate with cross-functional DTS team members in providing ITSM, knowledge management, change control, release management and communications support.
- Identify potential risks and vulnerabilities in systems and collaborate with the DTS cybersecurity team to implement security measures ensuring that DTS systems are well protected against unauthorized access, malware, and other security threats.
- Collaborate with the university community and DTS teams to understand the needs, priorities, and challenges, fostering productive partnerships and alignment of technology solutions with university goals.
- Work with DTS teams ensure that appropriate ITSM, change and release management procedures are followed based on ITIL framework, SDLC methodologies, and DTS standard procedures.
- Use DTS project lifecycle, processes, and tools to organize and deliver digital solutions for ITSM systems.
- Performs other duties related to the requirements and qualifications of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Experience in identifying issues, analyzing complex problems, evaluating alternative solutions, and developing practical creative solutions.
- Experience in developing use cases, test plans and test scripts.
- Experience in conducting system testing and documenting test results for evaluation.
- Experience in developing and delivering end user training using different training modalities.
- Experience in writing standard communications for a university community audience using email.
- Experience in developing high quality, clear, concise documentation required for implementation and support of business systems.
- Ability to exercise tact, diplomacy, discretion, and sensitivity when dealing with university community members.

- Understanding of facilitating conversations between staff and administration with technical DTS and vendor team members.
- Experience and knowledge in collaborating and working in cross-functional teams, including staff, administrator, faculty, students, project manager, DTS members, vendors, and other teams required to deliver a digital solution to the community.
- Understands business context to exercise initiative and judgement regarding action required.
- Able to prioritize work requests, maintain attention to detail, and apply organization skills to meet deadlines.
- Understands and follows complex verbal and written instructions, and communicates information effectively, both verbally and in writing, using different modalities.
- Adapts to changing situations, anticipates needs, and can reprioritize tasks efficiently.

REQUIRED TRAINING AND EXPERIENCE

- 2 years of relevant professional experience, preferably in a client services environment, with 1 year of experience with gathering requirements, systems analysis, SDLC, project management and change management methodologies.
- Experience and knowledge of ITIL framework and ITSM best practices, tools, and techniques; ITIL certification is an asset.
- CompTIA A+ and/or MCDST certification.
- Experience in developing high quality documentation required to support digital solutions.
- Experience in working with ITSM systems such as TDX and ServiceNow
- A technical diploma or certificate in information technology.
- Experience in effectively communicating information to different levels within an organization.