



Classification:	Information Systems 15	Position:	00121437
Reports to:	Client Support Analyst	Location:	Victoria
Organization:	Office of the Ombudsperson	Section:	Corporate Shared Services

Job Overview

The Office of the Ombudsperson hosts a Corporate Shared Services unit supporting a total of three offices of the Legislature including: Office of the Ombudsperson, Information and Privacy Commissioner and the Office of the Police Complaint Commissioner. The specific services provided by Corporate Shared Services under a joint shared services arrangement are finance, information management and technology (IM/IT), human resources, facilities and administration.

The Service Desk Support provides frontline technical support and endpoint administration services for approximately 240 staff working in both on-site and remote/hybrid environments. This position supports a modern Microsoft-based workplace that includes Active Directory (AD), Microsoft Entra ID (Azure AD), Microsoft Intune, Windows Autopilot, Microsoft 365, Teams Calling and Conferencing, and a mix of cloud and on-premises infrastructure.

The role is responsible for triaging and responding to incidents and service requests, provisioning and supporting endpoint devices, troubleshooting user access and collaboration tools, maintaining technical documentation, and contributing to continuous improvement initiatives. The incumbent also undertakes technology research, assists with IT projects, and supports the ongoing operation of secure and reliable workplace technology services.

Accountabilities

- Receives, records, prioritizes and manages service requests, incidents and alerts through the IT service management system; gathers relevant information, assesses impact and urgency, identifies solutions, and escalates issues in accordance with established procedures.
- Monitors service queues and system-generated alerts, ensuring incidents and requests are addressed within established service levels and operational standards.
- Provides first-level support for desktop, laptop, mobile device, printing, networking, telephony and collaboration technologies, and remote access for both on-site and remote staff.
- Performs diagnostic testing, reviews logs and historical incidents, guides users through troubleshooting steps, documents root causes and resolutions, and follows up to ensure successful issue resolution.
- Deploys, configures and supports Windows endpoints using Microsoft Intune and Windows Autopilot, including device enrollment, application deployment, policy assignment and compliance monitoring.
- Supports employee onboarding, offboarding and equipment lifecycle activities, including device provisioning, account setup, software deployment and asset tracking.
- Identifies recurring incidents, service trends and opportunities for process improvement; recommends enhancements to technology, support procedures, communications and training materials.
- Participates in incident reviews, problem management activities and team meetings to assist in identifying root causes and preventive actions.
- Creates, tracks, tests and validates resolutions for known issues and contributes to the organization's knowledge base.

- Develops and maintains technical documentation, including support procedures, workstation standards, device deployment processes, account administration procedures and configuration documentation for cloud and on-premises systems.
- Assists with IT projects and technology initiatives, including research, evaluation and testing of hardware, software, cloud services and productivity solutions to support business requirements.
- Maintains awareness of emerging Microsoft technologies, cybersecurity practices and endpoint management tools to support a secure and modern workplace environment.

Job Requirements

Education and Experience:

- Experience providing customer support services in an information technology environment or helping end users to use and understand computer hardware and software.
- Successful completion of security screening requirements of the BC Public Service, which will include a criminal records check (completed if an offer of employment is made).

Preference may be given to:

- Applicants with completion of a Computer Systems Technologies Program, or Information Technology Certification program, or equivalent.
- Applicants who self-identify as First Nations, Métis, Inuit and/or Indigenous, Black or racialized, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people living with disabilities.
- Applicants with previous help desk experience in the BC Public Service.

Knowledge, Skills, Abilities:

- Experience supporting Microsoft 365 environments, including Exchange, Teams, SharePoint and OneDrive.
- Experience using Microsoft Intune and Windows Autopilot for endpoint deployment, configuration, troubleshooting, and management.
- Knowledge of Active Directory and Microsoft Entra ID user.
- Experience supporting Teams Calling, conferencing and collaboration technologies.
- Familiarity with endpoint security, multi-factor authentication, remote access and device compliance concepts.
- Experience supporting both remote and in-office users in a hybrid work environment.
- Understanding of IT service management principles, ticketing systems and incident management processes.
- Strong customer service, communication, troubleshooting and documentation skills.
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation and accessibility and contribute to fostering inclusion in the office.
- Ability to contribute to a psychologically safe workplace in support of mental health and well-being.

Proviso:

- The successful candidate is required to be available for help desk coverage up to 5:30 p.m. with varied start times depending on the schedule.
- Demonstrated commitment to antiracism.

Competencies

Behavioural competencies describe the essential skills and attributes expected of Office of the Ombudsperson employees. The successful applicant will demonstrate experience, knowledge and/or ability with respect to the following behavioural competencies:

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, colleagues, partners (e.g. educational institutes, non-government organizations, etc.), co-workers, peers,

branches, ministries/agencies and other government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

- **Teamwork and Co-operation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Problem Solving/Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Information Seeking** implies going beyond the questions that are routine or required in the job. It may include “digging” or pressing for exact information; resolution of discrepancies by asking a series of questions; or less-focused environmental “scanning” for potential opportunities or miscellaneous information that may be of future use.

Applicants may review [behavioural competencies](#) for all staff in the BC Public Service.

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the Office of the Ombudsperson improve our individual and collective abilities to work effectively with the Indigenous peoples of B.C. The successful applicant will demonstrate experience and/or thinking, attitude, approach and behaviours illustrating potential with respect to the following Indigenous relations behavioural competencies:

- **Cultural Agility** is the ability to work respectfully, knowledgeably, and effectively with people from diverse backgrounds, including Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the Office, and to notice their commonalities, and distinctions with other cultures and worldviews, including Indigenous cultures. It is recognition of the ways that personal and professional values may conflict or align with those of people from different cultures. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.
- **Self-discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

Applicants may review the [Indigenous relations behavioural competencies](#).

Ombudsperson - <https://www.bcombudsperson.ca/>

Office of the Police Complaint Commissioner - <https://www.opcc.bc.ca/>

Office of Information and Privacy Commissioner - <http://www.oipc.bc.ca/>