Athabasca University

Support Job Position Description

Section I: Position information

Effective date 2025-07-17	☐ Update only	☒ Classification review

Position title	Technical Service Call Centre Analyst
Position number	998706, 998707, 998708, 998709, 998710, 998711
Classification level	R1
Position affiliation	☒ AUPE ☐ Excluded
Location	Virtual - Alberta (Remote)
Department	Office of the VP Information Technology and CIO
Reports to	Manager, Technical Services Management

Position summary

Briefly describe the main purpose(s) of the position.

The Technical Service Call Centre Analyst is responsible for resolving IT problems and requests from the AU user community, and for escalating as required to the appropriate IT resource.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

- Member of the day to day operations of the remote-based Technical Service Call Centre in a team of remote-based Technical Call Centre Analysts
- Effective user of ServiceNow for ticketing, time-tracking, and ensuring other ITIL best practices are used
- Effective user of chat bots, automation and issue triage processes and responsiveness to users with members of the Technical Call Centre Analyst team
- Actively participates in ensuring service levels are maintained
- Participates in all Technical Service Call Centre related documentation and procedures creation and updating as required
- Ensures personal awareness and adherence to IT Policies, Procedures, and Standard Operating Procedures owned by the VPITCIO, CISO, Deputy CIO
- Maintains high levels of customer satisfaction
- Escalates critical issues in a timely manner
- Accountable for ensuring time spent on tickets, projects and ongoing steady-state activities and initiatives are entered in AU IT time entry system

Occupational health and safety

Employees:
Responsible to participate in the AU OHS program as required.

Classification factors

Context and complexity

The Technical Service Call Centre Analyst troubleshoots and resolves a wide range of incidents and service requests from students, academics and staff. The incumbent must have an in-depth broad range of knowledge of AU departments, policies, and procedures, as well as technical and analytical skills. The Technical Service Call Centre Analyst works with other teams to ensure that all technical aspects of the network and the online learning environment are operating effectively. Technical Service Call Centre Analysts are subject to a constantly changing technological environment and they must keep current as internal and external changes to technology are introduced.

Work problems

The Technical Service Call Centre Analyst is the first point of contact for students, academics and staff seeking technical support. They are required to conduct detailed analysis to ensure a timely resolution. Inaccurate analysis can seriously impede the user's work and have a negative effect on the university. This position must analyze calls and investigate problems to resolve and prevent recurrence of problems and issues. The incumbent must be proactive with problem handling, creating ways to prevent problems from happening as well as better ways to handle ones that do occur. The Help Desk Analyst will also be put in the position of reporting policy violations according to defined procedures, and so requires the utmost of tact and confidentiality.

Authority

This position will be expected to work under the direction of the Manager, Technical Service Management. Resolutions are generally reviewed to ensure policies and procedures have been adhered to and are appropriate to the clients' needs and abilities. Analysts must instruct other analysts and other areas when clients need training. They also report when changes need to be made to policy, procedure, knowledge base, learning materials, etc. to increase usability and success rates.

Contacts and communications

Well-developed interpersonal communication and problem-solving skills are required to elicit the necessary information to solve the client's problem. The Technical Service Call Centre Analyst must be able to communicate effectively with all clients and work with others on the IT team to ensure appropriate resolution. The nature of this position, and the related duties and responsibilities performed, require the incumbent of this position to uphold the utmost degree of confidentiality

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- 3 years experience participating in Technical Call Centers or other types of Call Centre and servicing a diverse, remote-based workforce
- AWS Academy Cloud Foundation course completion preferred.
- ServiceNow CS – IT Service Management Certification preferred
- ITIL 4 Certification preferred
- Degree or diploma in business, communication, project management, information technology. In lieu of a degree or diploma, additional experience over and above the minimum requirement may be considered.
- Excellent written and oral communication skills
- Enthusiastic team member and participant in team issues management
- Knowledge of AWS Connect Call Centre operations and best practices preferred

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.