Job Description/Specification

Identification:	J0264	**TFEU/BCTF Joint Salary Committee Decisions**	
JOB/POSITION TITLE:	Member Support Analyst	**FORMER TITLE/DEPARTMENT:** New Position	
DIVISION/DEPARTMENT:	**FAS/Member Records and Fees**	**PAY GRADE:** 4	
SUPERVISOR'S TITLE:	Data Manager, FAS	**DATE APPROVED:** May 24, 2023	

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Function and purpose (a)

As a member of the Member Records (MR) Department, the Member Support Analyst is accountable for the day-to-day operation of the MR helpdesk system. The Member Support Analyst provides assistance and recommendations to the Member Records Supervisor on the continuous improvement of the MR helpdesk system. The position receives, identifies, resolves, and triages intake inquiries from members, locals, and school districts, collaborating with internal staff as required, and escalating service requests based on department procedures.

The Member Support Analyst actively participates in adoption of helpdesk industry best practices and development of the MR specific support processes, procedures, and related technology. The incumbent assists the Senior Data Analyst and plays a role in the technology and data process aspects of the department operations. The Member Support Analyst also provides backup to the Member Records and Fees Analyst when required.

Principal duties and responsibilities (a)

1. Acts as the subject matter expert for the MR help desk and the associated data workflows, and co-ordinates daily member support and intake activities
   - Works with outside consultants and stakeholders, and assists IT staff to continuously enhance the adoption and usage of the MR help desk system
   - Actively participates in developing MR help desk support standards, and applies them to track, monitor, report, resolve or escalate inquires
   - Creation and maintenance of the MR help desk support knowledge-based documentation
   - Identifies potential support data and service workflow improvement, and serves as a technical resource for the MR team
   - Assists in the development of the MR department dashboard that tracks all helpdesk activities, and provides insight on how effective the team is in meeting member needs
   - Provides support to the BCTF staff to ensure the timely processing of membership requests
   - Compiles, maintains, and processes information regarding member records, membership application, status, and fee rates, etc., and performs a variety of clerical tasks related to the maintenance of membership records

2. Collaborates with the Member Records and Fees Analyst in the receipt and processing of member fees information contained in School District (SD) data feeds
   - Cleans and validates submitted data from SDs
   - Posts cleaned and transformed SD data feeds into the membership database and runs mandatory and optional data audits
   - Liaises with district staff, local officers, and Federation staff to ensure the accuracy of membership information and data received

3. General
   - Assists in the development and implementation of a multi-year technology plan to facilitate the management of membership data and systems
   - Prepares routine correspondence and member record related clerical duties as assigned
   - Provides administrative training as required to staff in the Federation and local offices on membership system methods and procedures
   - Performs other related duties as requested by Supervisor

JOB REQUIREMENTS

This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.

Experience (b)

- Two or more years' experience with an industry standard help desk software, such as, ServiceNow, Zendesk, Kayako, Jitbit or Jira.
- Related project experience in enhancing customer support processes and workflows based on a customer relationship management (CRM) system.
- A strong working knowledge on common practices for data organization, clean up, documentation, and data exchange
- Demonstrated analytical and problem-solving skills including the ability to prioritize and execute multiple requests in an efficient and professional manner
- Demonstrated experience on how to break down problems and navigate through them when data and operational rules are ambiguous
- Strong technical skills (i.e., an in-depth knowledge of database software such as MS Access or SQL Server, etc., and experience utilizing report writing tools such as Microsoft SQL Server Reporting Services)
- Demonstrated strong verbal and written communication skills including an excellent telephone manner

Education and training (c)

- College diploma in Data Management or Information Management.

Licences and certificates (c)

Certification or designations appropriate to the role and the technologies of the organization (i.e., CompTIA A+, ITIL Foundation, Microsoft IT Support, or Google IT Support)

Environment (g)

Physical/emotional environment limited to conditions normally associated with office clerical work such as communication skills, equipment operating dexterity, and scheduling pressures.

JOB CHARACTERISTICS

This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.

Contacts and relationships (d)

Contacts and relationships with all levels of Federation staff are required to transmit or exchange information, to explain or clarify information.

Contacts and relationship with persons external to the Federation office include BCTF members, local association presidents/offices, secretary-treasurers and payroll/personnel offices of school boards, Teacher Regulation Branch, universities, BC Pension Corporation, financial institutions, RCMP, lawyers and other organizations, that require clarification, exchange, or explanation of information to ensure understanding.

Much of the information given or received from a member is confidential to that member and care must be continuously exercised to maintain that confidentiality and to ensure compliance with privacy requirements. Courtesy, tact, sensitivity, diplomacy in dealing with BCTF members required.

Machines, equipment and work aids used

Computer terminal and printer, telephone, fax, e-mail, voicemail, photocopier, label printer, and a wide variety of software systems (i.e. Excel, Word), *BCTF Members' Guide* and Federation policies and procedures, *BCTF Administrative Guide to Membership and Fees* and the *UnionWare Business Rules.*

Positions supervised (e)

None.

Physical and/or mental effort (f)

Stress may result from physical and mental fatigue during busy peak periods. Work requires lengthy periods of concentration due to high accuracy requirements and deadlines and frequent interruptions by incoming calls and Federation staff.

Mental fatigue, eyestrain, body aches and stiffness from lengthy periods on concentration on figures and images.

Working conditions (g)

This position involves exposure to video display screen glare when operating a computer terminal. It requires a large volume of paper handling. Overtime may be required to handle heavy workloads during peak periods.