

1. IDENTIFICATION

Position No. 14-14316	Job Title Video Conferencing Coordinator	Supervisor's Position Senior Technical Specialist Lead (Networks)	
Department Community and Government Services	Division/Region Informatics Planning and Services (IPS)	Community Iqaluit	Location Brown Building
Fin. Code: 14515-01-1-235-1402050-01			

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>The Government of Nunavut (GN) Informatics Operations group is a valuable part of the Informatics Planning and Services (IPS) Division of the Department of Community and Government Services. The IPS Division is the mandated “whole of government informatics service provider” and the Informatics Operations team is an integral part of this service delivery organization. The main focus of Informatics Operations is to provide operational support for the GN’s network infrastructures and application systems that are accessed daily by departmental program delivery units and Nunavut citizens.</p> <p>The Informatics Operations team operates by monitoring, managing and maintaining the underlying network infrastructures and installed application systems of the GN. All Problems and Incidents related to these critical network infrastructures and application systems are documented, assigned, tracked and rectified to maintain service delivery for all users. Informatics Operations may provide support remotely or through direct communications as required with departmental users.</p> <p>The Video Conferencing Coordinator position will report directly to the Senior Technical Specialist Lead (Networks) position.</p> <p>The Video Conferencing Coordinator is responsible for the development and implementation of audio and video services throughout the Nunavut territory which includes the delivery of audio and video conferencing services, administrative usages GN related education through live interactive videoconferencing.</p> <p>The Video Conferencing Coordinator will identify program requirements for each site within the Nunavut Territory and support the development and implementation of GN Wide audio and video conferencing programs. The coordinator will also be responsible for providing the necessary training in the implementation of these programs and ensure that skill levels are maintained in order to effectively deliver services.</p>

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?

The Video Conferencing Coordinator position contributes to the organization through the development and management of a system that allows for more effective communication and information exchange through audio and video conferencing and related services. The position will contribute to increased accessibility by GN Staff and clients for education, research and business activities that allow for the exchange of ideas, information and peer support. Ultimately, this position contributes to the organizational mission in terms of the provision and management of technology that will be used to promote an efficient technology environment through increased support to GN staff, clients and Nunavummiut.

This position is responsible for all video conferencing services and technologies that will be deployed on the GN voice/video network.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

Human Resources:

- Collaborate with peers, end users, managers, internal and external partners to design and develop superb audio and video services and solutions.
- To work with individual users to develop processes for each site.
- Ensures the clients use the technology effectively and efficiently. Identifies the technology peripherals and assistance, as they may require for the successful execution of their duties.
- Participate and lead audio and video conferencing training, peer mentoring and other designated activities to maintain and improve video conferencing services.

Financial:

- Aiding in the delivery of capital infrastructure and related project initiatives within defined budgets and timelines.
- Develop, document, make recommendations and communicate plans for investing in new and existing video conferencing equipment, including any associated analysis on potential cost reduction opportunities.

Technical:

- Oversee all activities related to scheduling of GN audio and video conferencing sessions
- Resolve issues on the scheduling of audio and video conferencing sessions based on defined priority guidelines.
- Provides centralized and coordinated management of audio and video conference services and resources.
- Provide support for all GN audio and video conferencing endpoints.
- Coordinates planning of new audio and video conference sites and services across the

GN

- Coordinates management initiatives and direction impacting multi-site audio and video conferencing services and resources.
- Responsible for the implementation and training of scheduling and booking procedures for audio and video conferencing.
- Manage the audio and video deployment/design team in the implementation of systems across the GN
- Develop and monitor project schedules and timelines to identify and meet critical milestones
- Where appropriate, support audio and video services directly in keeping with network standards and within GN guidelines.
- Ensure that individuals using the video equipment are trained and familiar with the operation of the equipment, with relevant documented procedures and standards, troubleshooting and other activities associated with successful use of the network.
- Determine the resources (time, money, equipment, etc.) required to complete new audio and video installations as needed.
- Uses a client focused approach for coordinating scheduling.
- Answers high volumes of requests for service through incoming calls, emails, faxes and other means of communication.
- Use critical thinking in response to identified needs and develop supporting operational processes in collaboration with service providers and other technology staff.
- Responsible for the preparation of necessary documents for acquisition of new equipment.
- Participates in audio and video system upgrades by providing assistance to vendors.
- Troubleshooting and interface with service and communication providers.
- User testing of hardware and software upgrades of video conferencing modalities.
- Monitor and act on problems associated with transmission quality between various facilities to ensure all telecommunications equipment is functioning properly.
- Act a technical resource for audio and video conference working groups.
- Researching and providing information on new and emerging technologies.
- Assist in preparation and maintenance of related service contracts.

Security:

- Promote the audio and video security architecture and solutions.
- Work with the Solution Delivery team on the development of solutions involving many facets of the GN IT & IM infrastructure. The design, installation, configuration and deployment of solutions involving IT infrastructure and related equipment will be expected to follow strict security standards and related policies.
- Work in conjunction with other technical and network security staff and resources to establish security guidelines, policies and processes.

Standards Compliance:

- Develop in cooperation with senior management the priority of usage for audio and video conferencing sessions.
- Development and maintenance of audio and video conferencing documentation.
- Researching and preparing projects related to the development, acquisition, testing, implementation and on-going support of audio and video systems and applications.

- Develops and implements a video conferencing communication program to ensure other audio and video conferencing network users are aware of the standards for usage and requirements for documentation.
- Promote the integration of the video conferencing program with regional and community key users.
- Conduct change management initiatives and training clinics assistance as necessary.
- Regularly analyse audio and video conferencing services and programs.
- Assist in identifying technology needs, planning and implementation of new GN sites in the Territory. This includes ensuring standards related to video conferencing services are considered during all phases of implementation.
- Ensure awareness of regional strategic plans for identifying areas video conferencing may support the regional program development.
- Work with users and related vendors to ensure compliance with all policies and protocols for the use of the GN audio and video conferencing systems.
- Contribute to the development and ongoing review of audio and video conferencing policies, procedures and process in keeping with GN direction and priorities.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

Contextual Knowledge:

- Video conferencing services with diverse solutions from multiple vendors
- Cisco Telepresence endpoints and Cisco Telepresence Management Suite
- Cisco/Tandberg Bridge systems and service management
- Customer and service delivery methods, techniques and helpdesk support processes
- Customer Memorandum of Understanding (MOU), Service Level Agreement (SLA), Service Level Expectation (SLE) methodologies, contracting and vendor management
- Software applications, such as Microsoft desktop applications, Word, Excel, PowerPoint, Outlook and Visio
- Privacy and security policy management

Skills and Abilities:

- Communication, interpersonal, presentation and relationship building skills
- Analytical, conceptual, organizational and decision making skills
- Analysis of standard operating procedures, guidelines, policies and business processes
- Understanding of network and Internet concepts
- Comprehend and interpret technical documentation and procedure manuals
- Analysis of complex problems, develop and assess options, establish priorities and determine appropriate courses of action
- Develop operational documentation, plans, policies, systems and service standards

Assets:

- Fluency in two or more of Nunavut's official languages

- Information Technology Infrastructure Library (ITIL) certification
- Project and contract administration within an enterprise level IM/IT environment
- Exposure to satellite network communications
- Awareness of the Nunavut informatics environment, informatics operations mission, organizational structure and mandates
- Awareness of GN mandates and objectives
- Knowledge of relevant legislation and regulations applicable to information management and information technology related to systems integrity, reliability and security.

Qualification requirements:

Typically, the knowledge, skills and abilities required for the position would be attained through:

- Diploma in informatics technology, computer science or related field from a recognized post-secondary institution
- Three (3) years related experience
- Equivalencies consisting of an acceptable combination of education, training and experience may be considered.

As per directive 517 of the GN Human Resources Manual, this position is deemed Highly Sensitive therefore, a satisfactory Vulnerable Sector Check is required.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

-Most of the incumbent's time will primarily be spent in a sitting position with infrequent requirements for lifting computer systems or telecommunication equipment as required. The equipment can weigh up to 25 kg. May also require bending and crawling under desks or within specific telecommunication areas to diagnose or install network connections. The work may require movement from one building to another. Travel to outlying communities connected to the GN network for capital infrastructure deployments or assessments may be necessary on occasion.

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

May require working in an open office setting, and sitting at a computer for periods up to 100% of the working day with continuous exposure to glare from the computer monitor. The work may require spending periods with noisy equipment; yet noise-muffling devices are not practical when troubleshooting because diagnosis includes listening for Morse-code-like error signals.

The work requires travel to attend departmental meetings and work sessions, to visit client sites, or to attend conferences and seminars, which results in absences from the office and home occasionally for periods of 1 day to 2 weeks. Travel could be via small aircraft and over remote arctic areas

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details through one or more of the incumbents' senses.

Most of the incumbent's time will primarily be spent in a sitting position with infrequent requirements for lifting computer systems or telecommunication equipment as required. The equipment can weigh up to 25 kg. May also require bending and crawling under desks or within specific telecommunication areas to diagnose or install network connections. The work may require movement from one building to another. Travel to outlying communities connected to the GN network for capital infrastructure deployments or assessments may be necessary on occasion.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

This highly stressful position frequently requires working with complex issues under urgent conditions leading to mental fatigue, tension, irritability and strained professional and personal relations. Pressures from enterprise ICT infrastructure and Application Systems requirements of the GN are compounded by unrealistic deadline expectations, which then require dealing with confrontational clients and concerned management expecting immediate resolution. Due to the rapidly evolving nature of Information Communications Technology and Information Management environments, the work also demands a constant extracurricular effort to maintain technical currency.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.