

PERMANENT EMPLOYMENT OPPORTUNITY

Senior Technical Support Representative *Halifax Nova Scotia*

About the Workers' Compensation Board of Nova Scotia

The Workers' Compensation Board of Nova Scotia (WCB) is the province's provider of workplace injury insurance. We inform and inspire Nova Scotians in the prevention of workplace injury. But if it occurs, we support those whose lives it touches by championing a timely return to safe and healthy work. We also provide caring, compassionate support in the wake of workplace tragedy. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused.

We wanted to let you know that WCB will be moving from our current Halifax location to a new space at 137 Venture Run, Dartmouth in Fall 2025.

About the Role

Work at this level incorporates a variety of tasks, aimed primarily at ensuring the full and most productive day-to-day use of information technology within the WCB. This position performs a first and second level support role for the Board's technical, software and communications systems. Work involves solving first and second level support problems with little outside support, setting priorities of problems and co-ordinating service delivery of these problems. At a Board-wide level, work involves providing day to day problem analysis and determine a resolution when problems with hardware, software, procedures and production problems are discovered. A large component of this position is the role of liaison between the end user and internal ITS teams and involves facilitating with ITS to meet user's expectations and to enhance the usage and productivity of the Board's information systems. Facilitating, in this aspect also involves measurement of service levels, tracking disruptions in service and reporting deviations to service on a timely basis.

Work involves the design, creation and enforcement of standards for the Problem/Service Tracking Software used at the Board. This tool is critical to the Service Level Agreements the Board has with internal and external service providers. The incumbent is expected to recognize trends and to extract input from the user community on user satisfaction, service level changes, user requirements and training needs, as well as to identify areas where the Board's processing capabilities are not being fully exploited and increase the efficiency and productivity of the information services. Developing, designing and conducting technical training sessions in group and individual settings are a regular part of the incumbent's job. The Help Desk operations performed by the incumbent require a high degree of competency with system processes, hardware platforms, 3rd party software, end user productivity tools and working knowledge of the Board's core businesses. For third level support issues, the Application Specialist acts as an advocate for the user and participates in the acceptance, approval or rejection of third level resolution on behalf of the user community.

Your Experience & Skills

- A university degree in computer science or related field, such as mathematics, engineering or physics, plus 1-2 years experience in a systems development/technical support/operational position,
OR

- A university degree plus completion of a 1 year certificate program in business computing from a recognized technical school, plus 1-2 years experience in a systems development/technical support/operational position
OR
- Graduation from a community college or technical school 2 or 3 year program in business computing, plus 1- 2 years experience in a systems development/technical support/operational position.

We offer a competitive compensation package ranging from \$60,293 - \$75,367.

Application Details

Please email your resume and cover letter as one document **with your name and the job title in the document title** (Microsoft Word format) to hrdept@wcb.ns.ca by **4 pm on July 18th 2025**. In the **subject line of your email, please quote competition number: JV 125-25 EXT Senior Technical Support Representative**.

We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews (virtual or in-person). Please note: WCB is required to check all employment references before presenting an offer to the successful candidate.

Diverse & Inclusive Workplace

The WCB Nova Scotia is an equal opportunity employer, committed to an inclusive workplace culture and an accessible work environment where diversity thrives.

The WCB Nova Scotia is the province's provider of workplace injury insurance. Our people are safety champions with a caring, compassionate and can-do-attitude. At the WCB Nova Scotia, every employee is an important contributor to our organization's corporate goals. We strive to advance our inclusive workplace culture by weaving the social, cultural, visible, and invisible differences of our employees into our way of work. We also take inspiration from the diverse communities we serve across Nova Scotia.

We have adopted a foundational Inclusive Workplace Policy that strives to build upon our core values of safety, care and compassion. We stay in practice to increase our cultural competency and strengthen our relationships with community.

The WCB Nova Scotia is committed to an inclusive recruitment process and workplace that is accessible and accommodating to individuals with disabilities and other protected characteristics to support their full participation in the recruitment process and workplace.

Accommodation Request

WCB Nova Scotia is an equal opportunity employer that is committed to working with job candidates and employees to request reasonable accommodation in a confidential manner.

To request accommodation, please contact the Human Resource team by email at hrdept@wcb.ns.ca. All information received will be kept confidential.