

PERMANENT EMPLOYMENT OPPORTUNITY

Modern Workplace Support Specialist *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.



About the Role

The Modern Workplace Support Specialist will provide tier 2 support for the WCB's suite of Microsoft Modern Workplace products (the application suite), with an initial focus on SharePoint and then extending into supporting aspects of Microsoft Office 365, MS Teams, MS Power Platform, etc. This position will ensure that our adoption of Microsoft Modern Workplace solutions is nurtured and supported, while providing end user support for issues that may arise throughout the workday. This position is also responsible for identifying areas of knowledge gaps and developing and delivering WCB specific training aids or promotion of Microsoft's available training.

The position will act as the first point of functional escalation for issues and inquiries related to WCB's Modern Workplace application suite (MWAS), with an initial focus on SharePoint sites and services built on the Power Platform; but with a growing emphasis on all elements of the suite. They will be expected to resolve basic functionality issues, workflow issues, create subsites, pages, lists and libraries for all SharePoint sites. They will also maintain and update configurations on various services which are built on a combination of SharePoint functionality and Power Platform; as well as conduct various audit activities, such as role permissions and access levels. The incumbent will identify areas of knowledge gaps and develop WCB specific training aids or identify and promote Microsoft available training; develop and deliver lunch and learns, and in some cases create one-on-one coaching opportunities for the Help Desk and/or power users. On an operational basis, this role will be considered the MWAS subject matter expert.

Your Experience & Skills

- A university degree in computer science or related field, such as mathematics, engineering, or physics, plus 2 years' experience in a technical support/support specialist position focused on M365; OR
- A university degree plus completion of a minimum 1-year certificate program in business computing from a recognized technical school, plus 2 years' experience in a technical support/support specialist position focused on M365; OR
- Graduation from a community college or technical school 2- or 3-year program in business computing, plus 3 years' experience in a technical support/support specialist position focused on M365.

- Microsoft 365 Fundamentals, or ITIL certification.

We offer a competitive compensation package ranging from \$63,239 - \$79,037.

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 February 16, 2024**. In the subject line of your email, please quote competition number: **JV 135-23 Modern Workplace Support Specialist**.

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.