



Position Title	Technical Operations Co-op	Classification	Grid Level 9
Department	Hansard Services	Position #	HS5021
Reports to	Manager, Publishing Systems	Date Updated	November 2021

PROGRAM AND STRUCTURE

Legislative Assembly staff provide non-partisan services to the institution of Parliament and its elected members in the areas of procedural advice, administrative support and information services. The Legislative Assembly is an autonomous employer, separate from the administrative framework of government ministries and agencies, which operates under the authority of the *Constitution Act* and the *Legislative Assembly Management Committee Act*.

DEPARTMENT SUMMARY

Hansard Services publishes the official reports of the Legislative Assembly and Parliamentary Committees and broadcasts Assembly and Committees proceedings. The transcripts and broadcasts are full, accurate and impartial records of the work of the Members of the Legislative Assembly.

POSITION SUMMARY

Reporting to the Manager, Publishing Systems, the Technical Operations Co-op participates in technology planning, requirements gathering, business analysis, systems design and implementation, and helps to provide support services. This position includes the support of multiple, concurrent, medium-sized projects through offering technical knowledge and participation in project management processes.

KEY RESPONSIBILITIES

- Developing, testing and maintaining customized in-house macros, scripts, utilities and software solutions to support transcription, research and publishing during live production;
- Supporting the generation and publication of electronic records of Hansard reports to an archival standard, and maintaining and improving the technologies that support this objective;
- Maintaining systems and software which support the production of the Hansard index;
- Investigating, testing and recommending to management new technologies and processes to improve operational efficiencies;
- Working closely with staff from other teams and departments within the Legislative Assembly on the development and implementation of technology projects.
- Publishing and troubleshooting live and archived web stream access within a time-critical, live-production environment;
- Participating in gathering and analyzing requirements, creations and implementations of test plans, and, in particular, coordination of user-acceptance testing;
- Using knowledge of document design and user experience design to develop, maintain and improve specialized software systems;

- Participating in planning, developing, documenting, testing and implementing enhancements or new systems to meet new and changing needs.

OTHER FACTORS

DECISION MAKING/INDEPENDENCE

- Providing technical support for Microsoft Office applications and operating systems and other integrated custom applications and in-house scripts, as well as maintenance of related hardware, to Reporting Services staff and other Hansard Services teams as required;
- Evaluating, escalating to and advising Legislative Assembly's Information Technology department staff regarding technical issues where necessary, particularly those involving wider networks or systems within or involving other departments;
- Identifying, defining and analyzing recurring issues, potential problems and opportunities for systems improvements;
- Deploying software and hardware and identifying, sourcing and installing updates, plug-ins and add-ins for specialized applications;
- Maintaining a library of annotated, illustrated support and troubleshooting documentation;
- Addressing technical support requests with a respectful and approachable manner, often during live production and under critical time constraints.

RESPONSIBILITY FOR FINANCIAL & MATERIAL RESOURCES

- Updating technical-process and troubleshooting documentation for the Technical Operations team on such topics as daily and periodic procedures, XML publishing and website maintenance;
- Participating in the development of targeted training materials and providing on-the-job training and mentoring in systems used by Reporting Services, in particular new processes and applications; and
- Maintaining and authoring documentation on systems developed by the Technical Operations team.

ORGANIZATION STRUCTURE

Clerk of the Legislative Assembly of BC
Chief Information Officer
Director, Hansard Services
Manager, Publishing Systems
Technical Operations Co-op

SELECTION CRITERIA

EDUCATION, TRAINING & EXPERIENCE

- Current pursuit of a degree or diploma in a technology-related discipline such as computer science, computer systems, information technology or web development;
- Experience with development or technical support, or a relevant combination of education and experience;
- Experience analyzing business processes;

- Basic development experience with HTML, CSS, JavaScript, XML, Java, Python, and/or .NET technologies;
- Experience using code version control systems and/or continuous integration systems; and
- Experience with development environments such as Visual Studio Code and XML editors.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of change management processes and project management methodologies;
- Knowledge of the installation, and troubleshooting of common issues with hardware, software and operating systems;
- Knowledge of application design and software development life cycle;
- Knowledge of the following Frameworks/Libraries/Technologies/Tools: LXML, PowerShell, Google Cloud, Machine Learning, Natural Language Processing, SharePoint, Regular expressions, HTTP, XML editors, IIS/Nginx, and Microsoft Office;
- Knowledge of Operating System Administration: Windows, Windows Active Directory, and Linux (Ubuntu);
- Knowledge of API's, Team-oriented software development methods, Continuous Integration, Process and code documentation and issue management (eg. Jira); and
- Physical coordination, dexterity and physical effort required to lift and carry computer hardware and peripherals, and also install equipment at workstations working in close quarters. This position can require a significant amount of bending and crawling under desks to remove and install equipment.

COMPETENCIES

Service Orientation is understanding the service needs of a client/customer (internal or external) and actively focusing on anticipating, meeting and exceeding the needs in a timely and appropriate manner.

Teamwork and Cooperation is working cooperatively with diverse teams, work groups and across the organization to achieve group and organizational goals. This includes communicating effectively and collaboratively with others.

Results Focus is taking action to achieve challenging goals or high standards. It is focusing on the desired outcomes, setting challenging goals, and taking action to meet or exceed them.

Problem Solving and Judgment is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

Flexibility is the ability and willingness to adapt to and work effectively within a variety of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.

Listening, Understand and Responding is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings and concerns of others.