



Career Opportunity

Quality Management and Service Monitoring Analyst

Closing Date: 2023-03-19.

Reference: 2223-2023-267

Rate of pay: \$68,107 - \$86,176 annually

Classification: ADG-E

Outcome: Temporary and/ or Candidate Pool

Work environment: Hybrid

Work location: Ottawa, Ontario

Service area / Division: Digital Services and Real Property / IT Operations and Services

Area of selection: Open

Language requirements: BBC

About the role

The Quality Management and Service Monitoring Analyst is accountable for the day-to-day quality assurance of various activities within IT Operations and Services. As the Quality Management and Service Monitoring Analyst, you will review processes related to incidents, releases, configuration changes, change requests and events to ensure proper compliance with the organisation's principles and best practices. Within this role, you will assist the Quality Management and Service Monitoring Supervisor with the creation of score cards, strategic reports and incidents reports in order to maintain a high-quality service for all Members of Parliament and employees of the House of Commons Administration. You will also be responsible for developing and delivering training sessions and tools to your colleagues.

To be successful in this role, you will need to be adaptable and flexible. Although you work with others, this role requires a high level of self-sufficiency and attention to detail. In addition, the ideal candidate would have extensive knowledge with business intelligence tools such as PowerBI, ServiceNow and Microsoft Excel.

Top reasons to join the team

This is an opportunity for the right individuals to be a part of an innovative and dynamic team that assist the Digital Services and Real Property team through excellent client service and the utilization of various methodologies and technologies. If you are truly passionate about working with cutting edge technology and are detail and client service oriented, this position may be for you.

We value a supportive team that works collaboratively and learns from each other and we also value and encourage training and development opportunities to develop your skills and talents. We promote an organization that allows for a good work/life balance, which is essential for the development of our employees.

A decorative footer image featuring a green background with a white geometric pattern of overlapping lines and shapes. On the left side, there is a black and white photograph of a modern building's interior, showing a staircase and structural elements.

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What you need

Education	<ul style="list-style-type: none">University degree or college diploma, from a recognized institution in a related field OR an acceptable combination of education, training and relevant experience.
Experience	<ul style="list-style-type: none">Demonstrated experience in client services and operations management methods and practices;Experience working in a contact centre environment;Experience in quality assurance and data entry;Experience in planning and conducting quality reviews of business processes and tools;Experience in collecting data, preparing analyses, and producing reports.
Other	<ul style="list-style-type: none">Experience with Assyst, ServiceNow and PowerBI;ITEL Certification.

Outcome

Staff the position of Quality Management and Service Monitoring Analyst on an indeterminate (permanent) OR determinate basis (temporary).

Create a pool of potential candidates that may be considered to staff future vacancies for this position or for other similar and/or related positions on an indeterminate and/or determinate basis.

Consideration may be given to candidates with other linguistic profiles.

Competencies

Candidates will be evaluated against the House of Commons Administration Competency Framework – Specialized Support.

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The House of Commons Administration is committed to being a leader in inclusion, diversity, equity and accessibility. We continuously evolve our practices and design them in such a way as to ensure that everyone can equitably participate to the upmost of their abilities. As “One House,” we leverage diversity in all its forms and recognize that everyone has valuable contributions to make and the potential for individual growth.

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