



**Client Service Representative - ITO**

**Occupational Family/Code – Science & Technology: SIT**

Profile created: 2005 05

Profile updated: 2006 07

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Client Service Representatives are the ministry’s primary contact for the IT services provided by the Information Technology Office.

They consult with business units regarding IT initiatives and long term IT strategic planning. They monitor business unit plans to ensure they are in alignment with IT strategic plans; provide ministries with regular status reports and financial forecasts for IT services; encourage and help business units conceptualize and implement innovative IT solutions; work with the Corporate Information Services division and clients to resolve systemic service delivery issues; establish business unit expectations regarding service delivery and negotiate service level agreements.

They assist program managers with business cases to identify alternatives and recommended options for solving business problems. They also provide leadership and project planning guidance to business units in establishing new IT projects; and provide leadership and expertise to senior management in identifying IT issues and opportunities. They also identify and initiate educational opportunities for business units.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Technical

- Knowledge of IT service delivery processes and practices. **(Bring)**
- Knowledge of IT service level agreement development, which includes IT service delivery costing and reporting methodologies. **(Learn)**
- Knowledge of business case development and project management principles. **(Learn)**
- Knowledge of IT strategic planning and IT business alignment. **(Learn)**
- Knowledge of customer service and public/client relations processes. **(Learn)**
- Knowledge of current technology and its role in business process improvement. **(Learn)**
- Knowledge of business process design/re-design. **(Learn)**
- Knowledge of organizational change techniques. **(Learn)**
- Knowledge of requirements analysis and solution design techniques. **(Bring)**
- Knowledge of computer hardware and architecture. **(Bring)**
- Knowledge of information analysis techniques. **(Bring/Learn)**



## Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

### Communication

- Ability to orally present technical information to a wide variety of technical and non-technical individuals and/or groups in a clear, accurate and understandable manner. **(Bring)**

*Personal attributes which may link with this skill statement include: concise, logical, organized ...*

- Ability to write a variety of detailed, accurate and clear (technical) material such as user, systems and requirements documentation and procedures, project plans, letters, request for proposals, feasibility studies, recommendations and reports, at a level appropriate to the target groups. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, concise, creative, thorough...*

- Ability to actively listen, paraphrase and ask precise questions in order to clarify and understand information being received. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful, patient, quick to learn ...*

- Ability to accurately describe, explain, illustrate and promote the use and value of new technology, programs and services in a manner that creates understanding, captures interest and enhances users' computer skills. **(Bring)**

*Personal attributes which may link with this skill statement include: self-confident, concise, logical, creative...*

- Ability to verbally and/or in writing explain financial/ statistical/ administrative matters/ policies/ procedures/ regulatory matters/ audit results at a level appropriate to the audience. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic, confident, discreet ...*



- Ability to ask clear, concise and relevant questions to obtain desired information to perform an audit/a review. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic, confident, discreet ...*

- Ability to mediate, negotiate and use diplomacy to investigate complaints and resolve difficulties in a timely manner. **(Bring)**

*Personal attributes which may link with this skill statement include: diplomatic, logical, organized ...*

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### Leadership

- Ability to create, design and facilitate group processes to design data/process models that reflect the flow of business activity. **(Learn)**

*Personal attributes which may link with this skill statement include: assertive, personable, focused, innovative ...*

- Ability to conceptualize, develop, monitor, adjust and implement projects, taking into consideration numerous and changing priorities, and or resources to achieve project goals. **(Learn)**

*Personal attributes which may link with this skill statement include: proactive, service oriented, logical, creative, adaptable, flexible, thorough...*

- Ability to lead and direct stakeholders in the development and successful implementation of processes related to technological change and business transition within the organization. **(Bring)**

*Personal attributes which may link with this skill statement include: self confident, adaptable, patient...*

- Ability to constructively lead, influence, encourage and advise others to negotiate a mutually acceptable solution or formal agreement. **(Bring)**

*Personal attributes which may link with this skill statement include: personable, self confident, patient...*



### Team/Independence

- Ability to work independently, lead and participate as a team member to meet program goals and to build productive, positive work relationships. **(Bring)**

*Personal attributes which may link with this skill statement include: personable, collaborative, client service oriented...*

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### Organizational

- Ability to independently prioritize and organize one's own workload to meet tight deadlines within budget and successfully complete projects in a changing environment. **(Bring)**

*Personal attributes which may link with this skill statement include: organized, logical*

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### Interpersonal

- Ability to influence, persuade or convince others in order to reach mutually acceptable solutions and/or formal agreements. **(Bring)**

*Personal attributes which may link with this skill statement include: assertive, personable, collaborative, focused*

- Ability to develop and maintain cooperative and productive relationships in order to identify ongoing program and business requirements in a timely manner. **(Bring)**

*Personal attributes which may link with this skill statement include: personable, collaborative, client service oriented, focused*

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring)**

*Personal attributes which may link with this skill statement include: welcoming, objective, understanding*

- Ability to consult and collaborate with colleagues and stakeholders to establish partnerships/obtain, exchange and confirm information/establish and maintain agreements/identify solutions/develop and maintain standards. **(Bring)**

*Personal attributes which may link with this skill statement include: innovative, personable, organized...*



### Analytical

- Ability to research, analyze and evaluate diverse information and situations to solve problems and determine alternative courses of action and reach a decision. **(Bring)**

*Personal attributes which may link with this skill statement include: concise, logical, organized, focused*

- Ability to gather, understand and synthesize specialized information in a way that can be applied to meet the needs of the organization and within given constraints. **(Bring)**

*Personal attributes which may link with this skill statement include: organized, thorough*

- Ability to identify, explore and evaluate options on budgets, forecasts, negotiations, processes and methodologies, information technology and potential systems design to make feasible recommendations. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, concise*

- Ability to develop/ implement/ monitor/ evaluate and recommend financial administrative services, management processes, corporate governance and systems ensuring financial integrity and/or effective delivery of service. **(Bring)**

*Personal attributes which may link with this skill statement include: analytical, innovative, creative, attentive to detail*

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### Problem Solving

- Ability to identify, explore and evaluate options on processes and methodologies and information technology solutions in order to resolve service delivery issues, design new systems and develop feasible recommendations. **(Bring)**

*Personal attributes which may link with this skill statement include: logical, organized, focused, innovative*



- Ability to extract, recall, synthesize, conceptualize and apply ideas, processes and information to incorporate new technology and create solutions in a constantly changing technological and business environment. **(Bring)**

*Personal attributes which may link with this skill statement include: adaptable/flexible, self-confident, quick to learn*

- Ability to identify and respond to issues and concerns of clients who may be angry or frustrated to reach a mutual understanding. **(Learn)**

*Personal attributes which may link with this skill statement include: diplomatic/tactful, assertive, empathetic/sensitive, conciliatory*

- Ability to identify/select/implement/develop/contribute to the development of new ideas, sound financial planning and management practices, and approaches that will improve work/ financial/ management process and systems. **(Bring)**

*Personal attributes which may link with this skill statement include: analytical, creative, persuasive*

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## Personal Attributes

### (Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

### Personal attributes for Client Service Representatives include:

#### To Be...

<ul style="list-style-type: none"> <li>• Client-service oriented</li> <li>• Innovative</li> <li>• Personable</li> <li>• Patient</li> <li>• Adaptable/flexible</li> </ul>	<ul style="list-style-type: none"> <li>• Assertive</li> <li>• Collaborative</li> <li>• Focused</li> <li>• Diplomatic/tactful</li> <li>• Self confident</li> </ul>	<ul style="list-style-type: none"> <li>• Concise</li> <li>• Logical</li> <li>• Organized</li> <li>• Welcoming</li> <li>• Empathetic/sensitive</li> </ul>
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