

# Opportunity for career development



As an equal opportunity employer, we welcome applications from all to help us build a diverse workforce that reflects the diversity of our customers and stakeholders.

## **Do you...**

- ...aim to be a part of a team that helps injured people get better and get back to life?*
- ...want a hybrid role that offers work-life balance and ability to work from home?*
- ...value service, care, excellence, trust, and fairness?*
- ...hope to make a difference?*

The WCB Alberta is currently on a multiyear journey to modernize and optimize our technology ecosystem that will achieve our strategic objectives and bolster innovation with a view into the future. As the trusted technology partner, essential to the fulfillment of WCB's strategic objectives, the Business Technology Services (BTS) division works collaboratively and creatively with our partners, to provide secure, innovative technology and data solutions that position WCB Alberta as an industry leader in Worker's Compensation.

At our organization, we believe in fostering a great work atmosphere that inspires collaboration, innovation, and personal growth. We pride ourselves on maintaining a culture of openness and creativity, where your ideas and expertise will be valued and embraced. We are committed to fostering an environment of continuous learning and development. You will have access to comprehensive training programs, mentorship opportunities, and resources to enhance your skills and stay ahead in the rapidly evolving technology landscape. We invest in our employees' growth because we believe that your success is our success.

Our Business Technology Services comprises various departments, including Business Technology Operations, Business Technology Delivery, and Architecture, Data & Cyber Security. We're on the lookout for exceptional candidates to join our team across various positions such as:

- Business Analyst
- IT Specialist (Application & Cloud Services / Infrastructure Platforms)
- IT Architect
- IT Security Analyst
- Application Developer
- Database Administrator
- Network Analyst
- e-business Help Desk Analyst
- Client Support Analyst

## **Your responsibilities, experience, and skills:**

- Identify key opportunities to continuously improve service levels, evaluate situations and determine the appropriate response, and escalate problems to senior resources as required.
- Ability to troubleshoot and manage multiple ongoing activities daily is key.
- Assisting with projects such as system upgrades, software implementations, and infrastructure enhancements under the guidance of senior team members.
- Documenting processes, procedures, and configurations, and preparing reports on technology performance and metrics.
- Assisting in implementing and maintaining technology security measures such as access controls, data encryption, and vulnerability assessments.
- Collaborating with other team members and departments to support initiatives, resolve technical issues, and ensure effective communication (active listening, verbal and written)
- Providing excellent customer service to users by responding to service requests promptly, communicating effectively, and ensuring high levels of user satisfaction within service level agreements (SLA).
- Ability to multitask and be organized to meet timelines in a high-volume, fast paced environment.
- Must be committed to continual skill development and ability to learn and adapt to new technology quickly.
- May be required to provide customer service during extended hours of operation.

**Education:**

- Graduate from a recognized university or institute of technology in a computer related discipline, combined with up-to-date technical training.

We offer a competitive salary, a comprehensive benefits package, flexible work schedules and hybrid work opportunities that foster a healthy work-life balance. You'll work with supportive leaders and skilled professionals in a caring and collaborative work environment. For more information, please see our [Employee Handbook](#).

We are committed to providing equal opportunity to all qualified persons, without regard to race, colour, religion or national origin, gender (or gender identity or expression), age, sexual orientation, physical or mental disability. Equal opportunity is provided in employment, promotions, and wages.

If you are interested in joining our team, please visit [Careers – WCB Alberta](#) for our open opportunities and apply online by submitting a cover letter and resume. Final candidates for all positions are required to undergo a security clearance as a condition of employment.

*We thank all applicants for their interest; however, only candidates under consideration will be contacted.*