



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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Date Printed: 2024/05/04

Sr. Technical Support Analyst

Job ID	217079-en_US-6898		
Web Address	https://careers.indigenous.link/viewjob?jobname=217079-en_US-6898		
Company	Rogers		
Location	Toronto, ON		
Date Posted	From: 2021-04-20		To: 2050-01-01
Job	Type: Full-time		Category: Telecommunications

Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize their dream. A sports fan celebrate a special moment. Because we believe connections unite us, possibilities fuel us, and moments define us.

As we grow our team, the well-being of our team members remains our top priority. To ensure the health and safety of our team members, including those in the recruitment process, our team members are temporarily working from home.

Rogers Communications Inc. is seeking a Technical Support Analyst to support the Media IT application portfolio. Curious about media technology, exceptional technical expertise, driven and a quick learner, the successful candidate will have well-rounded experience supporting both custom developed and third-party platforms. The role is within a team responsible for the end-to-end delivery of new technologies or maintenance, enhancement and upgrade of existing. The portfolio includes Salesforce Sales Cloud, Marketing Cloud, GeoAnalytics, Informatica Middleware, AdSales order management and billing systems.

Responsibilities

- System administration and maintenance
- Customer service excellence for service requests, issue and incident resolution
- Manage through the testing and roll-out of configuration, application release cycle, enhancements and maintenance
- Ensure the stability of operational systems as well as maintain data integrity
- Monitor and evaluate system performance, and report on reliability metrics
- Alert and incident management, triage and troubleshooting within agreed SLAs
- Clear and concise communications on incident status and resolution
- Diligent tracking of incident root cause analysis, identify remediation steps and ensure thorough execution
- Improve on early detection of issues through automation
- Optimize the change and release management processes
- Ensure thorough documentation in the team knowledge base

style="font-family: Arial, sans-serif; font-size: 11pt;">Collaborate with project management, infrastructure, security and architecture during design, development and deployment to ensure system reliability and performance

style="font-family: Arial, sans-serif; font-size: 11pt;">Perform validation steps in support of infrastructure patching activities

style="font-family: Arial, sans-serif; font-size: 11pt;">Required to participate in after hour on-call rotation with team

style="font-family: Arial, sans-serif; font-size: 11pt;">Skills and Qualifications

style="font-family: Arial, sans-serif; font-size: 11pt;">5+ years of system administration and production support, preferably aligned with the above described application portfolio. Experience with Salesforce and Informatica Intelligent Cloud Services would be ideal.

style="font-family: Arial, sans-serif; font-size: 11pt;">Bachelor of computer science, engineering or related qualification

style="font-family: Arial, sans-serif; font-size: 11pt;">Good knowledge of industry standard architectural tools, processes and frameworks

style="font-family: Arial, sans-serif; font-size: 11pt;">Familiarity with ITIL best practices and service requirements

style="font-family: Arial, sans-serif; font-size: 11pt;">Windows and Linux OS

style="font-family: Arial, sans-serif; font-size: 14.6667px;">Oracle

style="font-family: Arial, sans-serif; font-size: 11pt;">SQL server

style="font-family: Arial, sans-serif; font-size: 11pt;">Familiarity with programming languages, preferably python, java or bash- scripting and automation

style="font-family: Arial, sans-serif; font-size: 11pt;">Solid experience with application monitoring

style="font-family: Arial, sans-serif; font-size: 11pt;">Experience with cloud operations would be an asset

style="font-family: Arial, sans-serif; font-size: 11pt;">Strong written and verbal skills

Full time

Shift: Variable

Length of Contract: Not Applicable (Regular Position)

Work Location: 1 Mount Pleasant (083), Toronto, ON

Travel Requirements: None

Posting Category/Function: Technology & Information Technology

Requisition ID: 217079

Together, we make more possible, and these six shared values guide and define our work:

Our people are at the heart of our success

Our customers come first. They inspire everything we do

We do what's right, each and every day

We believe in the power of new ideas

We work as one team, with one vision

We give back to our communities and protect our environment

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the

[https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+\(002\).pdf](https://performancemanager4.successfactors.com/RCI/Rogers+Inbox+FAQ+April+2019+----+UPDATED_+(002).pdf)

Posting Notes: Corporate

For more information, visit Rogers for Sr. Technical Support Analyst