



# 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.Links 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.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Bilingual Technology Support Technician

|                    |   |                              |
|--------------------|---|------------------------------|
| <b>Job ID</b>      | <b>256329-en_US-7748</b>  |                              |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=256329-en_US-7748">https://careers.indigenous.link/viewjob?jobname=256329-en_US-7748</a> |                              |
| <b>Company</b>     | Rogers  |                              |
| <b>Location</b>    | Montreal, QC  |                              |
| <b>Date Posted</b> | From: 2022-01-14  | To: 2050-01-01               |
| <b>Job</b>         | 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 working from home, and are equipped to do so safely and efficiently. The Service Desk provides 24 X 7 first level support for IT, application and telecommunication systems and services used internally by the Rogers Group of Companies. The Service Desk Technician is a fulltime position, responsible for the key IT support functions of call handling and first level troubleshooting and customer service. This position involves varied rotational shifts (including evenings and weekends). What you will be doing:

- Deliver IT Chat/Phone support (PC and Mac break/fix, OS, phone, mobile devices, printers, applications)
- Troubleshoot problem areas in a timely and accurate fashion, and provide end-user assistance where required
- Abide by the SLAs when providing support for PCs, OS, phones, mobile devices, printers, and applications
- In cooperation with other IT Services groups, follow processes and use provided tools to provide optimal support for employees
- Provide limited end user software training
- Assist other IT or Technical groups as required (Network, Asset Management, Broadcast Engineering, etc)
- Maintain a high degree of customer service
- Take ownership of user problems and be pro-active when dealing with user issues
- Maintains documentation for all Service Desk and end user processes and procedures
- Ability to work with all level of users
- Participates in activities of support and work with other IT departments to ensure requests are efficiently prioritized and completed within appropriate timeframes & drive process improvements within the Help Desk
- Ensure that any unresolved issues are promptly elevated to the next level of management for resolution
- Cultivate opportunities for call-reduction and self-serve capabilities based on intimate understanding of reported issues
- Maintain Rogers standards for application and workflows, implementations and service
- Contribute to process improvement and provide coaching and mentoring of peers, where needed
- Notify Management and business of critical issues
- Address and/or escalate process issues and/or unclear expectation to the team leader
- Able to work extended and flexible hours

What you will bring:

- Successful candidate must have provided a minimum of 2 - 5 years of customer service excellence in a support position (helpdesk, technical call centre or equivalent) within a fairly complex environment
- Technical skills should include: Windows7/Windows8, OSX , basic LAN/WAN, general understanding of telephony and industry standard business applications
- Experience with IT Service Management Tools such as HP Service Center, ServiceNow, BMC Remedy, ISM/Maximo and CA Service Operations Management
- Knowledge of ITIL V2 & V3 foundational concepts and processes a plus
- Web applications, networks, protocols and email (SMTP, POP3)
- Working knowledge and experience with documentation, data & reporting tools including Excel,

For more information, visit [Rogers for Bilingual Technology Support Technician](#)