



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/28

Bilingual Technology Support Technician

Job ID 256329-en_US-7748

Web Address

https://careers.indigenous.link/viewjob?jobname=256329-en_US-7748

Company Rogers

Location Montreal, QC

Date Posted From: 2022-01-14 To: 2050-01-01

Job Type: Full-time Category: Telecommunications

Description

<p>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.</p><p>Because we believe connections unite us, possibilities fuel us, and moments define us.</p><p>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.</p><p>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).</p><p>What you will be doing:</p>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 requiredAbide by the SLAs when providing support for PCs, OS, phones, mobile devices, printers, and applicationsIn cooperation with other IT Services groups, follow processes and use provided tools to provide optimal support for employeesProvide limited end user software trainingAssist other IT or Technical groups as required (Network, Asset Management, Broadcast Engineering, etc)Maintain a high degree of customer serviceTake ownership of user problems and be pro-active when dealing with user issuesMaintains documentation for all Service Desk and end user processes and proceduresAbility to work with all level of usersParticipates 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 DeskEnsure that any unresolved issues are promptly elevated to the next

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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></p> </p><p><p><p>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 Rogers FAQ.

Posting Notes: No Selection</p>

For more information, visit Rogers for Bilingual Technology Support Technician