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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Keewatin, ON P0X 1C0

Data Centre Technician

Job ID	**272826-en_US-7484**
Web Address	https://careers.indigenous.link/viewjob?jobname=272826-en_US-7484
Company	Rogers
Location	Ottawa, ON
Date Posted	From: 2022-07-04 To: 2050-01-01
Job	Type: Full-time Category: Telecommunications

Description

<p>At Rogers, the entrepreneurial spirit is part of our DNA. Our Rogers Business teams help foster and grow the Canadian economy by supporting businesses of all sizes. From small to large-scale enterprises, our teams help deliver innovative technology, network services, and a suite of solutions to help them succeed. We offer Canada’s largest and most reliable 5G network for our customers and are proud leaders in wireless private networking and IoT! We continuously expand and evolve our networks, invest in new technology capabilities, and invest in our people to serve our business customers and their communities.</p><p>
Come play a key role in driving the future of business innovation in Canada. We are looking for team members with a passion for delivering industry-leading value to customers and supporting businesses in the communities where we live and work.</p><p>
Are you up for the challenge If so, consider the following opportunity:</p><p> </p><p>The Data Centre Technician (DCT) is the initial point of client contact and is responsible for ensuring the data centre is maintained in a professional and secure manner.</p><p> </p><p>Providing 7x24 support, the DCT is expected to deliver the highest level of customer service by adhering to internal policies and procedures. The DCT is the local primary point of contact for the local data centre, monitoring of the data centre facility, and is the coordinator of client escalations.</p><p>During client escalations within their local data centre, the DCTs will be the primary point of contact to identify and feed information to the local operational teams, as well as the Operations Centre (NOC).</p><p> </p><p>Essential Duties, Responsibilities and Accountabilities:</p><p>The position includes, but is not limited to, the following (other duties may be assigned):</p>
Receive and prioritize requests related to ticketing system
Assist the Data Center Coordinator, Facilities Manager and Data Centre Management Services (DCMS) teams in MACD’s (Moves, Adds, Changes, and Deletions)
Monitor local security feeds and access control logs
Issue security badges in compliance with local access control procedures
Follow policies and procedures related to escalations, ticketing, and change management
Identify and report to the Data Centre Manager any situations or client concerns that would improve quality or mitigate risk
Create, update, and document existing Standard Operating Procedures (SOP), as required
Provide notifications and updates to internal operational teams and/or clients
Participate in special projects as required
Ensure the ongoing flawless operation of the data centres to provide clients with world class service and support
Execute the transformational vision of Rogers
Perform other duties as requested by the Data Centre Manager
<p> </p><p>Role Breakdown</p><p>Security</p>
Ensure the property, both internally and externally, is safe and secure
Execute and adhere to Rogers Security Policy
Ensure data centre security access cards are properly maintained, distributed and accounted
Provide effective local surveillance monitoring of both base building and data centre areas
Follow reporting and escalation processes for incidents
<p>Daily Operations</p>
Ensure all receiving is performed, recorded and announced in an accurate and expedient manner and that the shipping and receiving policy and processes are followed
Provide accurate and thorough site inspections and shift

walk-throughs
Assist in performing core functionality support for DCC/DCFM team at the local site
Coordinate detailed handoff on operational status during shift changes
Perform timely and concise escalation and exception reporting describing incidents outside of normal operating policy
Act as primary point of contact for NOC and local operational teams during an incident
<p>Administration</p>
Demonstrate strong shift turnover and peer communication practices;
Contribute to process documentation for all functions
Assist with 'Smart Hand Services'; these services may include tape swaps, suite inspection, and other services as required
Assist with client on-boarding functions, as required
Maintain a tidy, professional, and unobstructed work environment including client accessible areas such as lobby, loading dock, etc.
<p> </p><p>Primary Interactions:</p>
Rogers Clients
Team Members
Rogers Employees
Data Centre Operations teams
Operations Centre (NOC)
Data Centre Management Services team
Suppliers, vendors, and trades
<p> </p><p>Competencies:</p>
Fluent English and excellent verbal and written communication skills
Well-developed Customer service skills, focused on overall client satisfaction
Excellent organizational and problem-solving abilities
Work calmly in high pressure situations
Willingness to work shift rotations in a 24/7/365 facility
Utilize effective listening and communication skills
Strong ability to build rapport with co-workers and clients – team player
Strong focus on finite details
Aptitude and willingness to learn/work on new technologies
<p> </p><p>Education and/or Experience:</p>
Help Desk/NOC experience in a Telecommunications/IT capacity is considered a plus
Customer service experience
Ability to work shifts and weekends
High School graduation with some Post-Secondary Education preferred
Security Guard Certification will be required once hired
Strong working knowledge of Microsoft Office
<p> </p><p>Physical Demands</p><p>The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Office environment is continually using the phone and computer. May require physical effort associated with using the computer to access information, or occasional standing, walking, lifting (50 lbs.) needed to carry out everyday activities.</p><p> </p><p>Work Environment</p><p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Tasks do not expose employee to physically unpleasant or hazardous conditions.</p><p> </p><p>As a condition of hire, all new employees will be required to provide proof of vaccinations against COVID 19. Any request for an exception under Human Rights legislation must be supported by evidence to be considered by Rogers on a case by case basis.</p><p>
Please click here to review conditions that may qualify for medical exemption to the COVID-19 vaccine.</p><p> </p><p> </p><p>Schedule: Full time
Shift: Rotating
Length of Contract: Not Applicable (Regular Position)
Work Location: 2394 Baseline Road, suite 101 (197), Ottawa, ON
Travel Requirements: Up to 10%
Posting Category/Function: Data Centres & Technician
Requisition ID: 272826

Together, we'll make more possible, and these six shared values guide and define our work:</p>
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
<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: Corporate</p>

For more information, visit Rogers for Data Centre Technician