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

Sr Production Support Analyst

Job ID	**28-D0-A5-DC-FF-DC**
Web Address	https://careers.indigenous.link/viewjob?jobname=28-D0-A5-DC-FF-DC
Company	Rogers Communication
Location	Brampton, Ontario
Date Posted	From: 2018-12-20 To: 2019-06-18
Job	Type: Full-time Category: Telecommunications
Languages	English

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 her dream. A sports fan celebrate a special moment.

Because we believe connections unite us, possibilities fuels us, and moments define us.

Rogers is seeking a Settlement and Fraud production Support analyst responsible for monitoring all the production activities to ensure the application functionalities are stable and have the capacity to meet current and future business requirements. Reporting to the Manager of Commissions and Fraud systems, at the Rogers Park Brampton Campus, you will conduct root cause analysis and resolve production problems, data issues while coordinating, and supporting the implementation and rollout of the new technologies as needed to support the business needs.

What you will be doing...

Conduct with data analysis, data profiling, data quality as needed

Conduct root cause analysis and resolve production problems and data issues

Monitor all the production activities to ensure the Application functionalities are stable and have the capacity to meet current and future business requirements.

Coordinate, and support the implementation rollout of the new technologies as needed to support the business needs.

Understands the business processes, how the application supports the business processes and applies this knowledge to best solve problems

Create, maintain and enhance system documentation

Monitor daily processing for all the production platforms

Troubleshoots data discrepancies, system errors, load failures, reports and optimizes load schedules for maximum efficiency

Tracking and documentation of all reported problems and data anomalies

Follows change control procedures for new deployments and break-fix issues

Performs proactive production tuning and alert monitoring

Participates in off-hours support as needed

Completes tasks, reporting status and work assignments in a timely fashion

Develop a processes and ensure appropriate controls to all type of commissions and settlements are disbursed as per policy applied.

Monitoring and verifying month-to-month/day-to-day Data load figures variances and escalate for resolution.

Analyse, investigate on timely detection of all anomalies/incident.

Regular production review and assessment to address any possible risks through change management process.

Ensure automation of all assigned KPIs and activities.

What you have...

Bachelor degree in computer science, MIS or similar discipline.

ITIL certificate and Experience in Telecom Domain is plus.

Extensive IT Experience in telecom field.

Extensive Experience writing / developing complex UNIX shell scripts, SQL, PL/SQL scripts, SSIS jobs to validate, Monitor, Test and Report the production Data Sources.

Proficient knowledge of Microsoft Excel (i.e., macros, formulas, formatting, pivot tables, etc.)

knowledge of the end to end Dealer Commission and settlement process in a Telecom environment

Must have a technical experience in ORACLE and SQL Server, ETL tools â€œ Informatica powercenter Designer, Crystal reports, and how the independent systems work together and should be architected

Must have well-developed system problem solving skills and experience in resolving complex technical problems

Able to propose a solid architecture to meet the Commission and Settlement Domain Solution requirements.

Must have at least 3 years of technical experience in fraud within telecom Domain

Must have at least 2 yearsâ€™ experience in Vendor management and operational reporting.

Schedule: Full time

Shift: Day

Length of Contract: Not Applicable (Regular Position)

Work Location: 8200 Dixie Road (101), Brampton, ON

Travel Requirements: Up to 10%

Posting Category/Function: Technology & Information Technology

Requisition ID: 132200

How to Apply

https://roge.rs/2rM7VFq