



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

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/05

Bilingual Business Analyst

Job ID	280214-en_US-9424	
Web Address	https://careers.indigenous.link/viewjob?jobname=280214-en_US-9424	
Company	Rogers	
Location	Montreal, QC	
Date Posted	From: 2022-11-30	To: 2050-01-01
Job	Type: Full-time	Category: Telecommunications

Description

– Our Digital & Technology team wakes up every day with one goal in mind – to connect Canadians to the people and things that matter most. Collectively, we’re proud to support 30 million Canadians each month.– We manage a robust portfolio that champions the leading edge of technology and media. We drive projects that expand connectivity to underserved communities from coast-to-coast-to-coast; build and enhance our fixed broadband network to provide high-speed Internet, TV and Smart Home Monitoring; and support our world class wireless network, offering our customers Canada’s largest and most reliable 5G network. As the Digital & Technology team, we are building our tomorrow, today.– Come play a key role in building the future of innovation in Canada, Let’s make your possible.– Do you enjoy working on high-scale, complex, and high visibility projects and programs – If yes, consider the following opportunity:–

Rogers is looking for an English/French & Bilingual Business Analyst to join the Employee Support & Self Service team to help design, deliver and optimize IT Services and Support for our employees yielding superior user experience.–

Reporting to the IT Operations/Employee Support Manager,– this individual will be responsible for working with Business, IT and Vendor stakeholders to design, develop and optimize our Service Request Catalogue and IT Services/Support delivery as part of Rogers commitment to deliver tools and services to employees in both official languages (English and French).–

Ideal candidate is a well-organized self-starter with excellent writing skills in both English and French, strong relationship management skills, and someone who thrives equally in a team or individual contributor setting. The candidate has a solid understanding of IT Service Delivery & Optimization based on ITIL framework and ServiceNow to help us deliver world class services and support to our employees.

Typical Responsibilities:

- Write/translate internal communications, functional specifications and other support content in French and English.
- Support development/release activities by executing various stages of testing in English/French and engage with vendors/stakeholders to resolve bugs and defects.
- Intake development asks/needs from the business and work with the team to translate into service catalogue solutions using ServiceNow.
- Help improve IT Service Delivery initiatives through problem management, reporting, analyzing service delivery trends and performing root cause analysis.
- Contribute to service delivery design based on ITIL framework and automation, leading to enhanced user experience with IT Tools and Services.

Perform investigational

analysis & evaluation to determine process, procedure, project and/or application impacts to IT

Services.

Evaluate, recommend and optimize support processes, track results and monitor metrics to support continuous service improvements.

Contribute to the overall success of the department and corporate

objectives.

QUALIFICATIONS

Bachelor's degree or equivalent combination of education and

experience.

Demonstrated experience in writing content in both English and French.

A good knowledge of English is necessary as this role requires regular communication in English with customers and/or team members in other

provinces.

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Excellent oral/written communication and analytical skills as well

as strong organizational abilities.

IT Service Delivery Experience based on ITIL best practices, as well as experience working with service delivery teams, business stakeholders and vendors.

ITIL and ITSM framework familiarity

Strong analytical skills, documentation/process detail/accuracy and capable of balancing the 'Big Picture'; while addressing day-to-day environment services and support needs

Advanced knowledge of Microsoft Office suite of products (Excel, Word, PowerPoint, SharePoint, Visio etc.)

Self-motivated and strong team player with solid work ethic and ability to work independently.

Ability to juggle multiple priorities along with a willingness to learn and adopt with the changing nature of the role.

ServiceNow experience preferred

style="font-family:Calibri, sans-serif"> Knowledge of other IT service delivery tools (Remedy, Service Centre, Jira etc.) are a definite

plus.

Schedule: Full time

Shift: Day

Length of Contract: No Selection

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

Travel Requirements:

Posting Category/Function: Information Technology & amp;

Requisition ID: 280214

At Rogers Digital, our team doesn't shy away from big ideas; we bring them to life. We work tirelessly to deliver the best user experiences (period) and build amazing self-serve experiences that our customers want to use. We are customer-obsessed agents of change and are committed to innovation and creating effortless experiences for customers and frontline employees. We use cutting-edge tools and technologies to solve critical and complex problems with award-winning solutions. Our work impacts millions of customers everyday. At Rogers Digital, we're looking for people who embrace change, take risks, and push boundaries. Learn more about our team and our work @ <https://digital.rogers.com/>

Together, we'll 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

Posting Notes: Corporate

For more information, visit [Rogers for Bilingual Business Analyst](#)