



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: 2024/05/03

Business Analyst

Job ID 285185-en_US-4876

Web Address

https://careers.indigenous.link/viewjob?jobname=285185-en_US-4876

Company Rogers

Location Toronto, ON

Date Posted From: 2023-02-02 To: 2050-01-01

Job Type: Full-time Category: Telecommunications

Description

<p>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.</p><p> </p><p>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.</p><p> </p><p>Come play a key role in building the
future of innovation in Canada, Let’s make your
possible.</p><p> </p><p>Do you enjoy working on high-scale, complex,
and high visibility projects and programs If yes, consider the following
opportunity:</p><p> </p><p>The successful candidate will play an integral
role in trend analysis, customer and user issue resolution, executing testing use cases and resolving
issues while providing best in class support. This role is also responsible for supporting the launch of
new functionality through all deployment
cycles. </p><p> </p><p>What you will
do: </p><p> </p>Troubleshoot and
resolve issues reported by our customers for self serve tools using the intake processes
within SLA. Acting as Tier 1 and escalating to IT for further troubleshooting and resolution as
required Execute business readiness testing of new
capabilitiesManage & execute customer user
profilesProvide demos to end
usersProvision and track used licenses for supported
tool sets <p>Collaborate with defect management prime for
defect and enhancement creation and
resolution <p>Document support methodology and processes
for customers, business stakeholders and internal
teams <p>Identify and report on trends related to issues and

learning opportunities found in

production

- Create and update templates in Optic
- Monitor known issues to ensure relevant updates are communicated to the Defect

Prime

- Attend and host demos and focus groups to understand and communicate key

functionality

- Complete testing during evening & weekend deployments (approximately

once/month)

What you will Bring:

- 3-5 years of experience in a Telecom or related industry with a strong understanding of the customer as well as the sales & service journeys through Wireless, Wireline, Digital and Marketing

- Subject Matter Expert level knowledge related to supported tools
- Salesforce Administration certification preferred
- Working knowledge of the Rogers Business SFDC instance
- Proficient skills and experience with Jira and ServiceNow
- Capable of understanding complex processes with limited

- guidance
- Ability to prioritize workload with minimal direction

- Proficient skills in Microsoft Office Suite
- High level of business acumen with excellent written and verbal communication skills to communicate across different levels of the organization
- Passionate and committed with a positive attitude
- Technical Aptitude and ability to learn quickly
- Proven ability to work independently within a team environment
- Availability to support evening & weekend releases as required (approximately

- once/month)

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

Schedule:

Shift: Day

Length of Contract: Not Applicable (Regular Position)

Work Location: 333 Bloor Street East (824), Toronto,

Travel Requirements: Up to

10%

Posting Category/Function: Marketing & Product Management

Requisition ID:

285185

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/>
Posting
Notes: Sales & Marketing

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