



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: 2024/04/24

Bilingual IT Support Analyst

Job ID	39-18-07-C8-31-4D	
Web Address	https://careers.indigenous.link/viewjob?jobname=39-18-07-C8-31-4D	
Company	McCarthy TÃ©trault	
Location	Montreal, Quebec	
Date Posted	From: 2021-09-14	To: 2022-03-13
Job	Type: Full-time	Category: Information Technology
Languages	Bilingualism (French/English) Is Required	

Description

At McCarthy TÃ©trault, we offer challenging and rewarding career opportunities and are delighted to have been selected as one of Canada's Top 100 Employers 2021 for the ninth consecutive year. Our culture is built on professional excellence, collaboration, innovation, thought leadership and entrepreneurialism. We embrace inclusion in all its forms and we provide the tools and opportunities to help our people develop to their full potential.

As a Bilingual Service Desk Analyst, you will be:

- Managing end users' hardware and software related incidents/service requests throughout their entire lifecycle (Create, Assign, Investigate, Resolve, Close) by adhering to the Incident Management process.
- Documenting, logging and tracking all calls, e-mails, voicemails and drop-ins using an Enterprise Service Management software.
- Contributing to the Problem and Change Management processes.
- Contributing and maintaining Knowledge Base Articles by adhering to the Knowledge Management process.
- Providing one-on-one training to end users for specific hardware and software issues.
- Escalating and liaising with other IT teams to resolve incidents and service requests.
- Participating in project initiatives.
- Communicating and working with third party vendors.
- Contributing to the Add Move Leave (AML) process. (New Hires, Departures, Moves)
- Performing basic troubleshooting and support of all AV/VC equipment and supporting events on the conference floor.
- Reporting tasks at the request of the Manager, IT (ex: UCCX, ServiceNow, Bell, etc.).
- Translating simple IT communications from English to French or vice-versa.

Experience

As our ideal candidate, you will have:

- Bilingualism (French/English) is required.
- College diploma in Computer Systems, Systems Administration, or related technical discipline
- Minimum of 5 years of related experience preferably in a professional services environment.
- Good analytical problem solving skills; ability to troubleshoot and resolve application problems.
- Excellent interpersonal skills and telephone manners.
- Patience, flexibility and an ability to deal with and manage difficult situations.
- Willingness to learn new software applications.
- Understanding of ITIL, and its basic fundamentals.
- Experience with Enterprise Service Management software, such as ServiceNow or Remedy.

Other

Vaccination Policy:

Please note that, applicants who receive a conditional offer of employment from McCarthy TÃ©trault will be required to provide proof that they are fully vaccinated with a COVID-19 vaccine approved by Health Canada as a condition of employment and to maintain their status as fully vaccinated as a condition of continued employment. McCarthy TÃ©trault will consider individual requests for accommodation by applicants who cannot be fully vaccinated due to health or other grounds.

How to Apply

We invite you to submit your application to careers@mccarthy.ca. We thank all applicants for their interest in McCarthy TÃ©trault; however, only chosen applicants will be contacted. We regret that we are unable to respond to individual inquiries about application status. McCarthy TÃ©trault is an equal opportunity employer that fosters an inclusive, equitable, and accessible environment. Please notify us if you require accommodation at any time during the recruitment process.