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:
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Job Board Posting

Careers.Indigenous.Link

Date Printed: 2024/03/28

Service Center Technician (21-22)

Job ID	**57-B1-10-13-B2-61**	
Web Address	https://careers.indigenous.link/viewjob?jobname=57-B1-10-13-B2-61	
Company	Canpotex Limited	
Location	Saskatoon, Saskatchewan	
Date Posted	From: 2021-09-22	To: 2021-10-08
Job	Type: Full-time	Category: Information Technology
Languages	English	

Description

Canpotex is hiring a Service Center Technician (21-22) to join the Business Information (BI) team in our Saskatoon office.
Canpotex is currently undertaking several exciting initiatives focused on people and processes with an upcoming relocation of our head office within Saskatoon and accompanying a shift to a Hybrid Work Model.
Canpotex is undergoing a digital transformation focused on Data & Analytics, IT & Cyber Security, Business Solutions, and Client Support. We are committed to delivering value to our business partners through people, processes, and technology, in support of our global operations. Canpotexâ€™s IT environment is a hybrid of legacy and modern applications, deployed in the cloud and on-premises.
What you will do:
â€¢Responds to tickets generated via phone and email.
â€¢Perform onsite analysis, diagnosis, and resolution of small to medium complexity problems and requests tickets.
â€¢Analyze and identify trends in issue reporting and the development of preventive solutions.
â€¢Work closely with the Business Information team to resolve operational problems, providing highly responsive customer focused service.
â€¢Assist in software releases and rollouts and communication to Business Partners including facilitating training as required.
What you will bring:
â€¢Bachelorâ€™s Degree or Diploma in Computer Science or a related field.
â€¢Minimum two to three years related experience providing high level customer service, and technical hardware and software support.
â€¢Experience in Microsoft 365 (OneDrive, Teams, SharePoint, Exchange Online).
â€¢Knowledge of Jira Service Management, ITIL, and IBM AS/400 would be considered an asset.
â€¢An equivalent combination of education and experience may be considered.
Who you are:
â€¢Strong ability in building and maintaining effective working relationships.
â€¢Excellent communication, customer service, analytical, and organizational skills.
â€¢Demonstrated ability to work collaboratively in a team and independently, prioritize tasks, and provide timely solutions.
â€¢Critical thinker who thrives in a fast-paced environment.
Who we are:
Canpotex is one of the world's largest suppliers of potash overseas. On behalf of our Shareholders, Mosaic and Nutrien, we market and deliver Saskatchewan potash, a valuable fertilizer nutrient, to millions of fields and farmers, helping the world grow more food.

How to Apply

Click "Apply Now"
We would like to hear from you! Please apply online by October 8, 2021.
We thank all candidates for applying; however, only those selected for an interview will be contacted.