



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.Link's 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.

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/18

O365 Support Analyst

Job ID	5F-59-FB-FC-78-15	
Web Address	https://careers.indigenous.link/viewjob?jobname=5F-59-FB-FC-78-15	
Company	Capital Power	
Location	Edmonton, Alberta	
Date Posted	From: 2021-05-03	To: 2021-10-30
Job	Type: Full-time	Category: Utilities
Languages	English	

Description

Capital Power (TSX: CPX) is dedicated to delivering Responsible Energy for Tomorrow. Headquartered in Edmonton, Alberta, we are a growth-oriented North American power producer that creates dependable, cost-effective and innovative electricity solutions to power a sustainable future.

As a group of experts and innovators in our field, we are taking a leadership role in developing renewables, improving thermal generation efficiency and supporting the development of carbon capture, utilization and storage (CCUS) solutions to support a low-carbon energy system.

Join us in powering a clean energy future!

One Permanent, Full-Time Position.

Capital Power Corporation is currently seeking an innovative and results-oriented individual to join our IS Applications and Office 365 Support team.

The O365 Support Analyst acts as the support resource for all customer support needs for the O365 platform within Capital Power. This includes taking support calls from business users, training users, and guiding users on how to best use the O365 platform.

Key accountabilities include:

Administration, support and configuration of MS O365 for Capital Power.

Create and deliver training to end users for O365 applications.

Provide routine support for clients via phone, email and in-person.

Provide highly responsive primary customer-focused support services for all Capital Power users; ensuring that appropriate warm hand offs are completed to second tier support teams with-in IS when required.

Perform daily tasks as outlined in the procedural documentation, supporting such requirements as CSOX audit requirements, etc.

Provide short-term support services that meet outlined Service Level Agreements within the Service Desk environment.

Provide support services for both operations and capital project initiatives.

Understand and follow IT processes and practices, including General Computing Controls (GCCs) to support CSOX requirements.

Be involved with larger initiatives or projects in a support capacity, being available when needed.

Suggest input and ideas to project managers and/or manager and peers in support of business and strategic goals relevant to the duties of the position.

Drive adoption by understanding business challenges/processes and addressing these with the approved Office 365 solutions.

Participate in the resolution of technical problems and apply appropriate trouble-shooting skills and ensure best-practice steps are followed.

Ensure correct execution of support procedures is followed by adhering to documented processes and procedures.

Ensure that any anomalies are escalated to a manager or tier two support for direction.

Ensure all changes follow the change management process and are documented and approved.

Collaborates with other team members within IS to increase collaboration and level of support provided by the Desktop team.

Build relationships with clients to better support their needs.

Experience

4 years experience in any one or combination of O365, other cloud based system, and troubleshooting experience.

Demonstrated problem-solving skills including; identification of issues, obstacles and opportunities and development and implementation of effective solutions.

Success at working in a team environment where a customer obsessive culture is paramount.

Commitment to meet and exceed individual and team KPIs.

Demonstrated professionalism in resolving customer issues.

Excellent written and verbal communication skills.

Experience in providing support to business users and fellow employees.

Demonstrated ability to think on your feet and take a methodical approach to troubleshooting.

Education Requirements

2 year diploma or degree in a related field.

Essential Skills

In-depth understanding of O365 platform.

Customer relationship skills, demonstrated responsiveness, analytical thinking, problem solving, and planning skills are required.

Excellent knowledge and troubleshooting Microsoft Platform (Teams, Sharepoint, OneDrive for Business, PowerApps, PowerAutomate).

Design and creation of PowerShell scripts to automate administration of the environment.

Understanding of Enterprise Content Management concepts and processes.

Work Environment

The position requires occasional travel and is primarily via phone support.
You will be required to be a part of the afterhours on-call rotation.

Other

Hours of Work: 8 hours per day, 40 hours per week

Union: CSU52 - IT1

Wage: \$46.11 - \$54.99

In order to be considered for this role you must be legally eligible to work in Canada.

Weâ€™re committed to providing a meaningful work experience that challenges you to be your best at every stage of your career with us. You will be empowered to take on opportunities you never thought you would.

We offer a highly flexible benefits and wellness program, comprehensive onboarding and training, and various development opportunities to support your success and personal growth.

Weâ€™re passionate about our employees and proud to foster a culture that values diversity; realizing an inclusive and diverse team is paramount to help grow our company and power the future. Weâ€™re proud to foster an environment where employees go home safe every day feeling physically, emotionally and financially supported.

How to Apply

Capital Power only accepts resumes via online application. Click Apply Now! If you choose to submit your resume by any other means, we cannot guarantee that your application will be considered for vacancies.

Thank you for taking the time to apply and expressing interest in Capital Power. We wish that we could personally respond to everyone who applies; however, it is our practice to contact only those individuals selected for interviews.

Capital Power is committed to providing a fair and transparent hiring process. We recognize and embrace the value of diversity and hire employees with the appropriate skills, experience and knowledge for each position.