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.

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IS Application Support Analyst

Job ID	**61266-en_US-1220**
Web Address	https://careers.indigenous.link/viewjob?jobname=61266-en_US-1220
Company	TC Energy
Location	Calgary, AB
Date Posted	From: 2019-11-19 To: 2050-01-01
Job	Type: Full-time Category: Resource Sector

Description

 IS Application Support AnalystReference Code: 61266

 Location: Canada (CA) - Calgary, AB Job Category: Information Technology/SystemsEmployment Type: Employee Full-timeRelocation Eligibility: This position is not eligible for our relocation programApplication Deadline: 11/29/2019 We all need energy. It warms our homes, cooks our food, gives us light, and gets us where we need to go. It also improves our quality of life in countless other ways. At TC Energy, our job is to deliver that energy to millions of people who depend on it across North America. And we take our job very seriously.Guided by our values of safety, integrity, responsibility and collaboration, we develop and operate our facilities safely, reliably and with care for our impact on the environment. With our presence across the continent, our people play an active role in building strong communities.We’re proud of how our hard work and commitment sets us apart and benefits society, every day. We’re looking for new team members who share our values and are ready to take on exciting challenges.The opportunityOur Enterprise Business Application Support team is evolving to meet the needs of our growing business and we are expanding our presence in Calgary to support applications in the Environment, Health, and Safety department.We are seeking an innovative application support analyst who has knowledge and experience in support and understanding of enterprise systems and applications. This individual has the proven skills, competencies and capacity to provide excellent customer service, technical expertise, and innovative ways to reduce and prevent business impact to our business partners.What you’ll do

- Respond to and resolve incident and request tickets utilizing ServiceNow software
- Provide excellent customer service to business users across multiple business areas at TC Energy
- Document solutions in knowledge base articles and other repositories
- Work effectively in a team environment with other support resources across the Information Services department
- Responsible for performing application maintenance such as patching and upgrades
- Proactively look for technology trends and ways to reduce and prevent recurring issues
- Learn and provide support in other business areas as needed
- Minor development work as needed
- Work with third party vendors to identify and apply solutions
- Other tasks as required

Minimum Qualifications

- Bachelor’s Degree or diploma in Computer Science, Information Systems or related field is a requirement for this position
- A minimum of two (2 +) or more years of relevant work experience within an Information Services/Technology focus
- Previous experience or a willingness to learn the EHSM module in SAP to support TC Energy’s business
- Team player with ability to collaborate with many different stakeholders to independently carry out tasks
- Proven experience providing exceptional customer service for clients and customers at multiple levels

Preferred Qualifications

- Previous experience supporting enterprise systems and applications in a large organization preferably within the energy industry
- SAP experience is considered an asset
- AWS experience and certifications would be beneficial for this role
- Ability to think critically and actively take part of innovation within the IS department to ultimately assist in continuous improvement
- Passion for learning new technology and solving problems
- Highly adaptable in a fast-paced environment with the ability to champion change initiatives

About our businessTC Energy is a leading energy infrastructure company in North America. We have three complementary businesses of natural gas pipelines, liquids (oil) pipelines, and power generation. Our operations span three countries, seven Canadian provinces, and 34 U.S. states. Apply now!Apply to this posting by 11/29/2019 using reference code 61266. You must apply through our jobs system at jobs.tcenergy.com. Only applications submitted through our system will be acknowledged. Use a desktop or laptop computer to avoid system errors.TC Energy is an equal opportunity employer. Learn moreVisit us at TCEnergy.com and connect with us on our social media channels for our latest news, employee stories, community activities, and other updates.Thank you for choosing TC Energy in your career search. * Depending on qualifications, the successful candidate may be offered a position at a more appropriate level and/or ladder.* Applicants must have legal authorization to work in the country in which the position is based with no restrictions.* All positions require background screening. Some require criminal and/or credit checks to comply with regulations. * TC Energy is an Equal Opportunity Employer and is committed to provide employment opportunities to all qualified individuals, without regard to race, religion, age, sex, color, national origin, sexual orientation, gender identity, veteran status, or disability. Accommodation for applicants with disabilities is available on request during the recruitment process. Applicants with disabilities can request accessible formats or communication supports by contacting careers@tcenergy.com.

For more information, visit TC Energy for IS Application Support Analyst