



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

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IS ECM Platform Support Analyst

Job ID	61345-en_US-4038	
Web Address	https://careers.indigenous.link/viewjob?jobname=61345-en_US-4038	
Company	TC Energy	
Location	Calgary, AB	
Date Posted	From: 2019-11-18	To: 2050-01-01
Job	Type: Full-time	Category: Resource Sector

Description

IS ECM Platform Support AnalystReference Code: 61345
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: 11/28/2019 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 Information Management (IM) Platform Support Team within the Enterprise IT Services (EITS) organizational unit is responsible for the implementation, maintenance, sustainment and support of the enterprise content management (ECM) related platforms at TC Energy. Our team collaborates with various business partners and project teams to align system configuration and functionality that help TC Energy deliver on its growth strategy, provide solution to meet stakeholder requirements, and drive user adoption by excellent operational support and focus on customer satisfaction. As a member of the EITS team, this position reports to the Information Management Team Lead within EITS.We are seeking an innovative ECM platform support analyst who has knowledge and experience in supporting enterprise content management systems and applications. This individual has the proven skills, competencies, technical expertise and the capability to provide excellent customer service along with the ability and willingness to learn and find innovative ways to reduce and prevent business impact to our business partners and end users.What you'll do

- Respond to and resolve incident and request tickets utilizing ServiceNow Service Management Software
- Provide excellent customer service to business users providing technical support to enterprise level ECM systems and applications (OpenText, FileNet and iRIMS)
- Prepare and maintain relevant documentation (e.g. administration activities, issue resolution steps etc.)
- Work effectively in a team environment with other platform support resources as well as collaborate with stakeholders and members of the related project teams
- Use critical thinking to proactively look for trends and ways to reduce and prevent reoccurring issues
- Identify training material opportunities based on end user needs and work with our training resource
- Work with third party vendors to identify and apply solutions (OpenText, IBM, Deloitte)
- Participate in core application maintenance related activities such as system monitoring, patching and upgrades as assigned
- Other tasks as required by business need

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 as part of platform/application support team
- Strong initiative and critical thinking skills to ensure the team continues to innovate and optimize
- Motivated problem solver who can work efficiently with minimal supervision
- Team player with ability to collaborate and independently carry out tasks
- Excellent communication skills and customer service skills
- Strong organizational skills with the ability to prioritize multiple assignments and structure work to assigned tasks
- Ability to build effective relationships with business partners, external vendors, and key stakeholders
- Ability to learn quickly and adopt to changes

Preferred Qualifications

- Previous experience supporting enterprise content management systems to support a large organization
- Previous work experience in and an overall understanding and keen interest for the energy industry
- OpenText/FileNet experience is considered an asset
- AWS experience and certifications would be considered an asset
- Previous experience providing excellent customer service providing logical recommendations and solutions
- Ability to use problem-solving skills to address issues for enterprise content management platform users
- Demonstrates positive and professional attitude
- Customer focused personality with the end-result in mind
- Detail-oriented personality with strong prioritization skills

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 11/28/2019 using reference code 61345. 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 ECM Platform Support Analyst