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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Description

IS OpenText ECM Platform Support AnalystReference Code: 61347 Location: Canada (CA) - Calgary, AB

Job Category: Information Technology/Systems

Employment Type: Employee Full-time

Relocation Eligibility: This position is not eligible for our relocation program

Application Deadline: 01/21/2020 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 IS Information Management Platform Services Team is evolving to meet the needs of our growing business and we are expanding our presence in Calgary to support our partners in the various Business Units and Corporate Services area within TC Energy.We are seeking a highly driven OpenText ECM Platform Support Analyst who has knowledge and experience in enhancing and maintaining OpenText and will help drive our department to provide highly valuable digital transformational solutions. You will have the proven skills, competencies and capacity to provide excellent customer service, technical expertise to carry out system administration, support and enhancement activities, and the ability and willingness to learn and find innovative ways to reduce and prevent business impact to our business partners.What you’ll do

- Provide day to day operational support of enterprise wide software solutions while adhering to best practices
- Analyze, resolve and respond to complex issues
- Design, develop, configure, test and deploy business solutions for OpenText Content Server as per TC Energy standards, industry best practices and business specific requirements
- Design, manage, maintain tools to automate operational processes with a continuous improvement mindset
- Work with 3rd party implementation partners to assist with OpenText application deployment, configuration, training, and post-deployment support
- Work with systems administrators to monitor our core ECM applications’ performance, administer maintenance, sustainment and troubleshoot problems for various platforms (OpenText, FileNet)
- Participate in installation of new software releases, system upgrades, evaluate and install patches and resolve software related problems of OpenText and related products
- Act as a System Administrator for ECM solutions in a Windows environment
- Manage and optimize our business application and enterprise systems on Amazon Web Services (AWS)
- Produce appropriate design, deployment, and support documentation for solutions and applications for OpenText Content Server and associated modules (e.g. engineering drawings management, SAP and O365 integration)
- Provide excellent customer service to TC Energy business users
- Work effectively in a team environment with other support resources as well as collaborate with stakeholders in the IT Services department and related Project Teams
- See projects and work tasks through to completion within committed timelines
- Use critical thinking to proactively look for trends and ways to reduce and prevent reoccurring issues, look for automation opportunities to reduce manual effort and communicate ideas effectively within the team
- Other tasks as assigned

Minimum Qualifications

- A completed Bachelor’s degree or diploma in Computer Science, Information Systems or a related field is a requirement
- Minimum of four (4+) or more years of relevant work experience as part of an IT domain for a large corporate entity (including customer service support experience)
- Relevant experience developing and configuring applications for OpenText Content Server
- Must have experience and technical understanding of:
- Databases: SQL Server, with the ability to construct and query large datasets
- Software/Tools: OpenText Content Server v16 or newer
- Operating Systems: Windows 2008 or newer
- Best Practices: Test Driven Development, Agile methodology, ITIL ITSM
- Excellent problem-solving skills and ability to resolve complex issues and lead intermediate application development projects
- Strong initiative and critical thinking skills to ensure the department continues to innovate and optimize technology

Preferred Qualifications

- Hands on experience with OpenText Content Server version 16 as administrator, configurator, and developer
- Experience with web services and Oscript
- Strong knowledge of OpenText Content Server capabilities including: Content Server Fundamentals, Custom Views, Web Forms, Workflows, Web Reports etc.
- Experience in xECM for Engineering Drawings, BRAVA, xECM for SAP and xECM for O365 is a plus
- Flexible with willingness and ability to adapt and learn new technologies
- Experience and certification with Amazon Web Services (AWS)
- Previous work experience and an overall understanding of the energy industry
- Strong written and oral communication skills and customer service focus
- Team player with ability to build relationships and collaborate with many different stakeholders, yet can carry out tasks independently as needed
- Result oriented and delivery focused with strong organizational skills with the ability to prioritize multiple assignments and work under pressure to meet deadlines

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. #LI-TM1

Apply now!Apply to this posting by 01/21/2020 using reference code 61347. You must apply through our jobs system at jobs.tcenergy.com. Only applications submitted through our system will be acknowledged. Applications may be submitted using a mobile device or a desktop / laptop computer.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 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 OpenText ECM Platform Support Analyst