



# 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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# Job Board Posting



Careers.Indigenous.Link

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## Specialist Engineering Service Desk

<b>Job ID</b>	<b>77504-en_US-1197</b>
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=77504-en_US-1197">https://careers.indigenous.link/viewjob?jobname=77504-en_US-1197</a>
<b>Company</b>	Canadian Pacific
<b>Location</b>	Calgary, AB
<b>Date Posted</b>	From: 2020-02-20 To: 2050-01-01

### Description

- Req ID: 77504
- Department: Information Services
- Job Type: Full-Time
- Position Type: Non-Union
- Location: Calgary, Alberta
- Country: Canada
- % of Travel: 0-10%
- # of Positions: 1
- Job Grade: 4
- Job Available to: Internal & External
- Deadline to apply: 03/04/2020

Canadian Pacific is a transcontinental railway in Canada and the United States with direct links to major ports on the west and east coasts, providing North American customers a competitive rail service with access to key markets in every corner of the globe. CP is growing with its customers, offering a suite of freight transportation services, logistics solutions and supply chain expertise. Visit [cpr.ca](http://cpr.ca) to see the rail advantages of CP. PURPOSE OF THE POSITION: Specialist, Engineering Service Desk responds to and act upon all incidents reported by the Operations Center's (Canada and US), CP Police, Engineering Field resources, the Public and Community Connect providing triage and troubleshooting support. In addition dispatching the appropriate teams (M/W, B&S, S&C, Hazmat, CP Police etc) depending on what is being reported. Provide technical expertise and support such as to pulling of logs and replays to assist the teams requesting that procedure. Taking tech control to set up signals, throw switches, blocking. Manage wide scale outage in reference to power, etc, natural disasters.. POSITION ACCOUNTABILITIES:

- Manage calls being received from the various teams and open and assign incidents based on processes and procedures outlined;
- Manage book on and book off tool with the field managers to ensure we are calling the correct field resource for dispatch;
- Provide support to operational teams for pulling of logs and / or replays;
- Troubleshoot issues being reported by providing knowledge , utilizing skills and support documentation. This would apply to signal systems, radio systems, crossing investigations, etc;
- Identify trends being reported and create an action plan to provide input to the field for corrective action;
- Provide guidance and direction to all teams for Power Outs, Derailments, Crossings as per procedures ensuring there are appropriate updates, coverage and back up in coordination with network operations team, engineering and Operations centers;
- Compliancy to the rules provided by Transport Canada and the FRA to mitigate fines;
- Monitor Lone Workers to maintain a safe working environment in the field;
- Investigate derailments, unsafe signals, signal failures, and crossing incidents;
- Dispatch and maintain relationships with Metra in regards to crossing and track issues;
- Manage all aspects of call Before You Dig applications, form source personnel to investigating outages.

#### POSITION REQUIREMENTS:

- Customer Focus and ability to manage expectations within a high demand environment;
- Scheduled shifts 7/24, rotating days to nights, 2 week pack, 365, including stat holidays, weekends and evenings. May be required to work extended shift rotation based upon manpower, and current events that may impact personnel levels;
- Solid Conflict Resolution skills (CPR employs a program that focus on fair and strong leadership abilities, whether you are a single contributor or manager, you need to demonstrate what CPR calls a Q4\* quality) \* reference Consequence Leadership;
- Resiliency to change and ability to manage change whether it is in short time frames or projected timeframes, change will be dynamic and always present;
- Solid Communication skills written, and oral. You will be required to use radio's and telephones to conduct business, which fall under the scrutiny of Transport Canada, and FRA, clear, concise, and point would be an asset;
- Manage diversity ( the railroad is dynamic, and the environment at times can be challenging);
- Understanding of the Engineering landscape specific to terminology, processes, assets;
- Safety orientated, must understand the critical nature of the work environment, and the responsibility that one takes on when deploying personnel or reacting to a situation;
- Emotional Intelligence is a high value asset that is sought for this position, the ability to deal with extremes, and still manage to control the event is critical.

#### WHAT CP HAS TO OFFER:

- Flexible and competitive benefits package

- Competitive company pension plan
- Employee Share Purchase Plan
- Performance Incentive Program
- Annual Fitness Subsidy

ADDITIONAL INFORMATION: As an employer with national presence, the possibility does exist that the location of your position may be changed based on organizational requirements. Background Investigation: The successful candidate will need to successfully complete the following clearances:

- Criminal history check
- Reference check

Management Conductor Program: Becoming a qualified conductor or locomotive engineer is the single best way for a management employee to learn the business at CP. You may be required to obtain a certification or to maintain your current certification/qualification as a conductor or locomotive engineer. CP is an equal opportunity employer committed to the principles of employment equity and inclusion. We welcome applications from all qualified individuals. All applicant information will be managed in accordance with the federal Personal Information Protection and Electronic Documents Act ("PIPEDA").

For more information, visit Canadian Pacific for Specialist Engineering Service Desk