



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:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

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Service Desk Support Technician / Technicien/ne, Soutien Au Centre De Service

Job ID	B4-5F-C0-40-3C-F2	
Web Address	https://careers.indigenous.link/viewjob?jobname=B4-5F-C0-40-3C-F2	
Company	BDC	
Location	Montreal, Quebec	
Date Posted	From: 2021-01-27	To: 2021-03-28
Job	Type: Full-time	Category: Office
Languages	Bilingual - Great verbal and written communication	

Description

No other bank is doing what we do.

At BDC, we're devoted to Canadian entrepreneurs. We're also dedicated to our employees. Adaptable. Inspiring. Different. There's a reason we like to work here and we think you'll like it too.

Join a team of passionate IT professionals! We are committed to continually improving and modernizing our ways of working and we nurture the environment of collaboration, transparency and trust, where each member of the team can express their ideas and opinions.

POSITION OVERVIEW

The Service Desk Support Technician provides telephone, online (chat) and desktide technical support BDC users. The Service Desk provides direct support for/dispatching of incidents (problems), requests, "how to" and general information. The Service Desk Support Technician also dispatches desktide assistance where deemed necessary.

WHAT WE ARE LOOKING FOR

• Degree/certificate, or equivalent, in Computer Information Systems would be an asset

• Experience in service desk support would be an asset

• Troubleshooter and effective problem solver

• Great people skills

• Bilingual and great verbal and written communication

EQUAL OPPORTUNITY EMPLOYER

At BDC, we value diversity in our workforce and encourage all qualified candidates to apply.

Aucune autre banque ne fait ce que nous faisons.

À BDC, nous nous consacrons uniquement aux entrepreneurs canadiens. Nos employés sont aussi notre priorité. Polyvalente. Inspirante. Différente. Il y a une raison pour laquelle nous aimons travailler ici, et nous pensons que vous vous y plairez aussi.

Faites partie d'une équipe de professionnels des TI passionnés! Nous sommes déterminés à améliorer et à moderniser en permanence nos méthodes de travail. De plus, nous favorisons un environnement de collaboration, de transparence et de confiance, où chaque

membre de l'équipe peut exprimer ses idées et ses opinions.

APRÈS LE POSTE

Le/la technicien/ne, Soutien au Centre de service, fournit aux utilisateurs de BDC. Le Centre de service est un point de contact unique qui offre un soutien dans les cas suivants : incidents (problèmes), demandes diverses, demandes pratiques, demandes de renseignements généraux, etc. Le/la titulaire du poste peut également offrir du soutien sur place si cela est jugé nécessaire.

CE QUE NOUS RECHERCHONS

• Diplôme/certificat en systèmes informatiques, ou l'équivalent serait un atout

• Expérience dans le domaine du soutien pour un centre de service serait un atout

• Compétences en résolution de problèmes

• Habiletés interpersonnelles

• Bilingue et bon communicateur/trice – l'éthique et l'intégrité

ÇA VALE LA PÉNE D'ÊTRE EN MATIÈRE D'EMPLOI

La diversité est une valeur importante pour BDC, et nous encourageons toutes les personnes qualifiées à soumettre leur candidature.

How to Apply

We ask that all candidates send their CV to: careers@bdc.ca