



# 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.

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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## Change Coordinator

<b>Job ID</b>	<b>BC-4A-6A-AE-C1-A8</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=BC-4A-6A-AE-C1-A8">https://careers.indigenous.link/viewjob?jobname=BC-4A-6A-AE-C1-A8</a>	
<b>Company</b>	NorthwesTel	
<b>Location</b>	Yellowknife, Northwest Territories	
<b>Date Posted</b>	From: 2020-11-13	To: 2020-12-13
<b>Job</b>	Type: Full-time	Category: Telecommunications
<b>Job Start Date</b>	January 04, 2020	
<b>Job Salary</b>	\$27.00 - \$44.00 Per Hour	
<b>Languages</b>	English	

### Description

Northwestel is a truly northern company. We employ more than 500 skilled northern workers to help in delivering telecommunications service to 96 communities across Canada's North. Together, we are a diverse group of northerners, working to connect our communities through innovative communication solutions designed for life in the North.

We offer a wide range of career opportunities, including positions in information technology, network engineering, customer service, marketing, finance, and human resources.

Northwestel is recognized as one of Canada's best employers for recent graduates. Joining our team means opportunities to grow through education and career development. Plus, competitive wages with a robust benefit package.

We also provide employees with mental health and wellness support tools, such as Telemedicine, Resilience counseling services, and more.

Start your career with Northwestel. Help us build a stronger North.

Northwestel. Our North. Our Home.

#### SPECIFIC ACCOUNTABILITIES

- Receive, log and allocate a priority, in collaboration with the initiator, to all RFCs (Request for Change) which encompasses the entire technology infrastructure, including IT, Network, Cable, IP and Wireless technologies.
- Maintain accurate scorecard documentation based on the Network Operations Control Centre and Change Management metrics outlined by the Manager.
- Facilitate change requests through the change process and keeping the change management system up to date.
- Communicate with all initiators of requests, customers and internal departments on related issues involving the scope and preparation of change orders and ensure contents of the request are accurate and completed to standard.
- Assist Network Operations Control Centre technicians with validating that all RFCs have required documentation and elements to effectively assess risk and impact.
- Responsible for maintaining electronic Change Management documentation including posting of current versions.
- Provide administrative support for the Change Management department & Manager including Change Advisory Board (CAB) logistics and preparation.
- Responsible for tracking and scheduling changes to minimize collisions of planned activities and required resources.
- Support department and corporate initiatives for process improvements including end user support.
- Prioritize and adjust dates of planned work activities as required keeping customer or service impacts to a minimum. Analyze the quality of Network Operation Incidents throughout the process for Accuracy,
- Accountability and collection of Knowledge;
- Assist Network Operations with identifying Problems; follow an ITIL Problem Management process for resolution, incident reviews and consolidating a known error database.

As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

As a safety conscious COR, a Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. Candidates must clearly indicate on their application if they are an Indigenous person, a woman, a person with a disability, or a visible minority if they wish to receive hiring preference.

### Experience

#### KNOWLEDGE AND COMPETENCIES REQUIRED

- Team leadership and proven coaching record an asset.
- Ability to analyse data and form conclusions using data from a wide range of data sources.
- Excellent working knowledge of personal computers and applications.
- Must be comfortable communicating the relevant aspects of technology
- Excellent interpersonal communications and negotiating skills, the ability to analyze data and form conclusions based on information from a variety of sources, the ability to work well with people. Must be flexible and adaptable to continuous change.
- Proven facilitation skills an asset.

- Good knowledge of Company services, products and procedures
- Must be able to learn and understand Northwestel Network topology and carrier interfaces.

**Credentials**

- ITIL accreditation an asset. Must become certified within the first 6 months of being in role.

**Education Requirements**

- Graduate of a 2 year communication electronic program. With a minimum of 3 years experience in data communications and networking.

**How to Apply**

Click on Apply Now. You will be redirected to our Career home Page. Follow the onscreen instructions. Good Luck!