



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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IT Specialist, Corporate Events And Special Services / Spécialiste TI, Événements Corporatifs Et Se

Job ID	EA-4D-EB-10-E4-95		
Web Address	https://careers.indigenous.link/viewjob?jobname=EA-4D-EB-10-E4-95		
Company	BDC		
Location	Montreal, Quebec		
Date Posted	From: 2021-01-27	To: 2021-03-28	
Job	Type: Full-time	Category: Information Technology	
Languages	Excellent verbal and written communication skills in both official languages		

Description

You are known for your excellent customer service, and you are an expert in providing audiovisual technical support and managing and maintaining audiovisual equipment and boardroom systems.

You also enjoy solving problems and can easily understand and explain technical aspects to business clients. If this sounds like you, we would like to meet you!

POSITION OVERVIEW

As IT Specialist, Corporate Events and Special Services, you will provide support, maintenance and troubleshooting for unified communications platforms. You will provide second-level support to the front-line team and ensure that requests for upgrades and maintenance are completed in a timely manner.

You will also ensure the proper functioning of audiovisual equipment and boardroom systems at in-person corporate events involving the President's Office, members of the Senior Management Committee (SMC) and BDC's Senior Vice Presidents.

CHALLENGES TO BE MET

• Provide professional and timely on-site support for a wide range of audiovisual equipment and boardroom systems

• Offer personalized support to employees and senior management, in particular:

- o Act as a webcast operator to oversee the start of videoconference calls;
- o Provide real-time technical support during events in our spaces (studio, BDC Square, etc.) and in hybrid or virtual mode (audio and video);
- o Provide our internal clients with assistance and support for webcast sessions or major conferences;
- o Oversee the management of incidents related to unified communications platforms, including the videoconferencing equipment and infrastructure in our spaces and studio, by working with service providers and internal partners.

• Provide assistance and support required outside of normal business hours

• Provide clients with training on current and future IT applications and devices as required

• Research and test new software and hardware to ensure compatibility with existing products

• Document technical knowledge in the form of notes or manuals

WHAT WE ARE LOOKING FOR

• College diploma or relevant training in computer science or audiovisual technology;

• Proven work experience in one of the following areas (minimum of two years): audiovisual, video production, recording studio, technical support, work as an IT support technician or in a similar role;

• Strong sense of customer service and priority management and excellent problem-solving and communication skills;

• Knowledge of videoconferencing technologies and equipment (Cisco devices, Microsoft Teams platform, WebEx Control Hub and CVI) is required;

• Knowledge of audiovisual equipment (consoles, microphones, home automation, etc.) is necessary;

• Ability to provide step-by-step written and/or verbal technical support;

• Excellent verbal and written communication skills in both official languages;

• Availability to work evenings and weekends on short notice.

If you are interested in this position, apply today to join the BDC team!

Vous êtes reconnu pour votre excellent service à la clientèle, et vous êtes un expert en support technique audiovisuel et en gestion et maintien d'équipement audiovisuels et de systèmes de salles de conférence. Qui plus est, vous aimez résoudre des problèmes et vous pouvez comprendre et expliquer facilement les aspects techniques à une clientèle d'affaires. Si vous vous reconnaissez, nous aimerions vous rencontrer!

APERÇU DU POSTE

En tant que Spécialiste TI, Événements corporatifs et services spéciaux, vous assurerez le support, l'entretien et le dépannage relatifs aux plateformes de communications unifiées. Vous effectuerez le soutien de deuxième niveau auprès de l'équipe de première ligne et vous vous assurez que les demandes d'évolution et d'entretien soient réalisées dans les délais requis.

De plus, vous allez assurer le bon fonctionnement d'équipement audio-visuels et systèmes de salles de conférence dans le cadre des événements corporatifs en personne auxquels prennent part le Bureau du président, les membres du Comité de direction de l'entreprise (CDE) et les premiers/ères vice-présidents/es de BDC.

LES PROFESIONNELS QUI VOUS ATTENDENT

• Fournir un soutien sur place professionnel et opportun pour un large éventail d'équipement audio-visuels et systèmes de salles de conférences

â€¢ Offrir un accompagnement personnalis   aux employ  s et    la haute direction, notamment:

o Agir    titre d  TMop  rateur de webdiffusion afin d  TMassurer le d   marrage d  TMappels de vid  oconf  rence

o Assurer un soutien technique en temps r  el lors d  TM  v  nements dans nos espaces (studio, Square BDC, etc.) et en mode hybride ou virtuel (son et vid  o);

o Accompagner et soutenir nos clients internes pour les s  ances de webdiffusion ou de conf  rences majeures;

o Assurer la prise en charge des incidents relatifs aux plateformes de communications unifi  es, incluant l'infrastructure et les   quipements de vid  oconf  rence dans nos espaces et en studio en travaillant avec les fournisseurs de services et les partenaires internes.

â€¢ Fournir l  TMassistance et le soutien requis en dehors des heures normales d  TMaffaires

â€¢ Donner aux clients une formation sur les applications et appareils TI actuels et futurs, suivant les besoins;

â€¢ Rechercher de nouveaux logiciels et du nouveau mat  riel et les tester pour assurer leur interop  rabilit   avec les produits existants;

â€¢ Documenter les connaissances techniques sous forme de notes ou de manuels.

CE QUE NOUS RECHERCHONS

â€¢ DEC ou formation pertinente en informatique ou audiovisuel;

â€¢ Exp  rience de travail av  r  e dans l  TMun des domaines suivants (minimum 2 ans): audiovisuel, production vid  o, studio d  TMenregistrement, soutien technique, technicien d  TMassistance informatique ou r  le similaire.

â€¢ Sens aigu du service    la client  le et de la gestion des priorit  s avec d  TMexcellentes comp  tences en r  solution de probl  mes et en communication;

â€¢ La connaissance des technologies et   quipements de vid  oconf  rence (appareils Cisco, plateforme Microsoft Teams, WebEx Control Hub et CVI) est requise;

â€¢ La connaissance des   quipements audiovisuels (consoles, microphones, domotique, etc.) est n  cessaire;

â€¢ Capacit      fournir une aide technique   tape par   tape,   crite et/ou verbale;

â€¢ Excellente communication orale et   crite dans les deux langues officielles;

â€¢ Disponibilit      travailler les soirs et les week-ends,    court pr  avis.

Si ce poste vous int  resse, appliquez d  s aujourd'hui pour devenir un membre de l'  quipe de la BDC

How to Apply

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