



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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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

- â€¢ Research and test new software and hardware to ensure compatibility with existing products
- â€¢ Document technical knowledge in the form of notes or manuals

WHAT WE ARE LOOKING FOR

- â€¢ College diploma or relevant training in computer science or audiovisual technology;
- â€¢ 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;
- â€¢ Strong sense of customer service and priority management and excellent problem-solving and communication skills;
- â€¢ Knowledge of videoconferencing technologies and equipment (Cisco devices, Microsoft Teams platform, WebEx Control Hub and CVI) is required;
- â€¢ Knowledge of audiovisual equipment (consoles, microphones, home automation, etc.) is necessary;
- â€¢ Ability to provide step-by-step written and/or verbal technical support;
- â€¢ Excellent verbal and written communication skills in both official languages;
- â€¢ Availability to work evenings and weekends on short notice.

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

Vous Ãªtes reconnu pour votre excellent service Ã la clientÃle, et vous Ãªtes un expert en support technique audiovisuel et en gestion et maintien dâ€™Ã©quipement audiovisuels et de systÃmes de salles de confÃrence. Qui plus est, vous aimez rÃsoudre des problÃmes et vous pouvez comprendre et expliquer facilement les aspects techniques Ã une clientÃle dâ€™affaires. Si vous vous reconnaissez, nous aimerions vous rencontrer!

APERCU DU POSTE

Ã titre de SpÃcialiste TI, ÃvÃnements corporatifs et services spÃciaux, vous assurerez le support, lâ€™entretien et le dÃpannage relatifs aux plateformes de communications unifiÃes. Vous effectuerez le soutien de deuxiÃme niveau auprÃs de lâ€™Ãquipe de premiÃre ligne et vous vous assurerez que les demandes dâ€™Ãvolution et dâ€™entretien soient rÃalisÃes dans les dÃlais requis.

De plus, vous allez assurer le bon fonctionnement dâ€™Ãquipement audio-visuels et systÃmes de salles de confÃrence dans le cadre des ÃvÃnements corporatifs en personne auxquels prennent part le Bureau du prÃsident, les membres du ComitÃ de direction de lâ€™entreprise (CDE) et les premiers/Ãres vice-prÃsidents/es de BDC.

LES DÃFIS QUI VOUS ATTENDENT

- â€¢ Fournir un soutien sur place professionnel et opportun pour un large Ãventail dâ€™Ãquipement audio-visuels et systÃmes de salles de confÃrences
- â€¢ Offrir un accompagnement personnalisÃ aux employÃs et Ã la haute direction, notamment:
 - o Agir Ã titre dâ€™opÃrateur de webdiffusion afin dâ€™assurer le dÃmarrage dâ€™appels de vidÃoconfÃrence
 - o Assurer un soutien technique en temps rÃel lors dâ€™ÃvÃnements dans nos espaces (studio, Square BDC, etc.) et en mode hybride ou virtuel (son et vidÃo);
 - o Accompagner et soutenir nos clients internes pour les sÃances de webdiffusion ou de confÃrences majeures;
 - o Assurer la prise en charge des incidents relatifs aux plateformes de communications unifiÃes,

incluant l'infrastructure et les Ã©quipements de vidÃ©oconfÃ©rence dans nos espaces et en studio en travaillant avec les fournisseurs de services et les partenaires internes.

â€¢ Fournir lâ€™TMassistance et le soutien requis en dehors des heures normales dâ€™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 matÃ©riel et les tester pour assurer leur interopÃ©rabilitÃ© 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€¢ ExpÃ©rience de travail avÃ©rÃ©e dans lâ€™TMun des domaines suivants (minimum 2 ans): audiovisuel, production vidÃ©o, studio dâ€™TMenregistrement, soutien technique, technicien dâ€™TMassistance informatique ou rÃ´le similaire.

â€¢ Sens aigu du service Ã la clientÃ©le et de la gestion des prioritÃ©s avec dâ€™TMexcellentes compÃ©tences en rÃ©solution de problÃ©mes et en communication;

â€¢ La connaissance des technologies et Ã©quipements de vidÃ©oconfÃ©rence (appareils Cisco, plateforme Microsoft Teams, WebEx Control Hub et CVI) est requise;

â€¢ La connaissance des Ã©quipements audiovisuels (consoles, microphones, domotique, etc.) est nÃ©cessaire;

â€¢ CapacitÃ© Ã fournir une aide technique Ã©tape par Ã©tape, Ã©crite et/ou verbale;

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

â€¢ DisponibilitÃ© Ã travailler les soirs et les week-ends, Ã court prÃ©avis.

Si ce poste vous intÃ©resse, appliquez dÃ©s aujourd'hui pour devenir un membre de l'Ã©quipe de la BDC

How to Apply

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