

Job Posting Details	Outside Workday Population: Technical and Operations Support Agent
Job Requisition	R1807311 Technical and Operations Support Agent (Open)
Job Family	IT Support
Start Date	2018-05-23
End Date	2018-06-07
Primary Posting	Non
External Posting URL	https://desjardins.wd3.myworkdayjobs.com/Desjardins2/job/Ottawa/Agent-ou-Agente---Soutien-technique-et-operations_R1807311-1
Description	Desjardins Group is the largest cooperative financial group in Canada, and one of the largest employers in the country. It offers a full range of financial products and services and is home to a wealth of expertise in property and casualty insurance, life and health insurance, wealth management, services for businesses of all sizes, securities brokerage, asset management, venture capital, and secure, leading-edge virtual access methods.

Job Level
NV-04

The incumbent participates in effectively managing the caisse's computer equipment, IT systems and technological equipment. He or she carries out various operational activities related to processes associated with caisse products and services.

General Information on the Position

Caisse populaire Trillium is a 26,500-member financial cooperative with deep roots in the community. It provides ongoing support for the social and economic well-being of community members. Its vision is to be the community's leading cooperative financial institution recognized for its community involvement, financial strength and role in creating a sustainable prosperity.

Main Responsibilities

- Participate in MIC platform administration activities (e.g. server shutdown and start-up, verifying automatic system operations, managing access groups, performing maintenance on the back-up unit and recovering files).
- Perform basic network activities (e.g. reactivating passwords, configuring new users, performing regular maintenance procedures).
- Carry out activities related to systems and technological equipment (e.g. activation, configuration, maintenance and repair). Participate in analyzing equipment needs, pinpointing solutions and managing computer equipment by informing the Help Desk team of changes to be made to computer equipment.
- Respond to user requests, solve and propose solutions to problems encountered, refer more complex issues and carry out the necessary follow-up activities.
- Participate in planning and implementing activities required in deploying and upgrading desktop systems.
- Ensure the application of standards, procedures, advice and recommendations regarding computer security. Oversee all activities related to the flow of technical information necessary for the platform's smooth operation.
- Participate in managing and updating various Web and platform applications, profiles, standardized groups and user IDs. Participate in managing licences for the various applications (e.g. PALTrak network, Expert module).

- Process and reconcile various reports and requests for all caisse sectors (e.g. Shared Services Centre reports, clearing, direct deposits and withdrawals, adjustments and monitoring of authorized transits, overdrawn accounts, inactive accounts, dividends, out-of-balance Trust, guarantee agendas, transactions related to collection items and discharges). As needed, ensure that necessary follow-up activities are performed for members and customers. Carry out search requests and organize and submit the requested information in accordance with established procedures.
- Ensure that activities are completed in a timely fashion and in accordance with prescribed quality standards.
- Maintain the security of transactions and operations in accordance with current policies, practices and standards.

Qualifications

- Diploma of collegial studies in Computer Science Technology
- No experience required

Other combinations of qualifications and relevant experience may be considered

- Knowledge of integrating data into systems
- Knowledge of security measures, legal framework and internal controls
- Understanding of the philosophy and fundamentals of financial services cooperatives
- Knowledge of information security policies, legislation, standards and ethics as they relate to caisse operations, the business centre and the Federation
- Knowledge of procedures and methods related to the caisse's computer equipment
- Knowledge of operating procedures related to convenience products and services, automated and assisted transactions and administrative activities
- Knowledge of service standards
- Learning on the fly
- Interpersonal savvy
- Customer focus
- Professionalism and attention to detail
- Informing

Other working conditions

- Temporary work: scheduled to end on 31-12-2019
- Number of jobs available :1

Job Family

Information Technology (G)

Work Location

Caisse Populaire Trillium Inc.

Trade Union

Non Syndiqué

Unposting Date

2018-06-6



Worker Sub-Type Temporary more than 6 Months (Fixed Term)
Location Ottawa
Time Type Full time
Locations
Supervisory Organization DA Services aux particuliers - Caisse Populaire Trillium Inc. (Linda Bourgon [C], France Legault [C])