

MANITOBA START JOB OPPORTUNITY BROADCAST (J.O.B.) ADVERTISEMENT

POSITION	DESKTOP SUPPORT I
JOB NUMBER	3779
NUMBER OF POSITION/S	1
NOC CODE	0213
CLOSING DATE	2020-09-30
LOCATION	Downtown
ACCESSIBLE BY TRANSIT	Yes
HOURS PER WEEK	40
HOURLY WAGE RANGE	TBD
JOB TERMS	Full time
JOB DESCRIPTION	Under moderate supervision, this job contributes to Organizations success by acting as a single point of contact, and providing initial support, on restoration of service for broker applications to Brokers and the Organizations Branch staff within established service level targets.
JOB DUTIES	<ul style="list-style-type: none"> - Demonstrate commitment to providing a high degree of customer service by communicating with our customers to facilitate the timely resolution of reported Incidents/Requests - Recognize, investigate and resolve inconsistencies with data and various system applications - Utilize the ServiceNow Knowledge Base to investigate and resolve Incidents/Requests - Ensure accurate and up to date support information exists in the knowledge Base - Establish and maintain excellent working relationship with our support teams - Serve as the liaison between our external customers and our support teams - Willingness to collaborate/co-locate with other teams within the organization - Organize and participate in cross-functional team meeting and scrums to share information and build valued working relationships within the team and other teams within the organization - Contribute to the ongoing improvement of departmental processes, procedures and standards by recognizing opportunities for improvement - Provide mentorship and training to less experienced members of the team - Maintain timely awareness of, and provide input for current initiatives, rollouts, and changes to the broker applications and processes - Perform other duties as assigned.
QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none"> - experience in customer service-focused/Insurance industry role - Experience with ServiceNow would be considered an asset - Solid experience and training in troubleshooting and providing first level support - Knowledge of the Avaya telephony system would be considered an asset

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QUALIFICATIONS, REQUIREMENTS & SKILLS	<ul style="list-style-type: none">- Excellent customer service skills by giving friendly, cheerful service- Excellent attention to details by examining all information completely to identify everything that is relevant and all potential impacts- Communicates in a clear and concise manner and communicates at the right level for the audience- Excellent organization skills by multitasking effectively and keeping track of the status of various tasks- Excellent knowledge of Insurance/Brokerage terminologies- GIE and CIP certification would be considered an asset- Fluent in English and French is an asset- Proficient with Microsoft Office Suite
APPLICATION PROCESS	Send targeted resume Apply through your CC
APPLICATION DETAILS	Please kindly send your TARGETED resume to your CAREER COACH via e-mail. Please indicate the job number and the title in your application.
JD	Norm Mayer