

EMPLOYER JOB POSTING

EMPLOYMENT DETAILS

EMPLOYER NAME: BMO Financial Group	DATE: January 19, 2018
LOCATION/DEPARTMENT: Technology & Operations	TELEPHONE: (778) 358-5186
JOB TITLE: Technical Operations Analyst	CLOSING DATE: February 19, 2018
SALARY: \$ Depends on Experience <input type="checkbox"/> PER HOUR <input type="checkbox"/> PER DAY <input type="checkbox"/> PER WEEK <input type="checkbox"/> ANNUALLY	HOURS OF WORK: 37.5 <input type="checkbox"/> PER DAY <input checked="" type="checkbox"/> PER WEEK
TERMS: <input type="checkbox"/> PART TIME <input checked="" type="checkbox"/> FULL TIME <input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> CONTRACT <input type="checkbox"/> TEMPORARY	
START DATE: ASAP	END DATE: n/a – permanent role

QUALIFICATIONS / EXPERIENCE REQUIRED

Job description attached at end of document

Link to apply:

https://bmo.taleo.net/careersection/privcareer_jobdescription/jobdetail.ftl?job=1700021806&lang=en_GB&src=PA-11240

Attached Job Description

DUTIES OF THE JOB

APPLICATION PROCESS

SUBMIT: RESUME COVER LETTER APPLICATION 3 REFERENCES CALL DIRECT

TO: G.R.E.A.T: P.O. BOX 69, 16 SUNRISE COURT, OHSWEKEN, ON NOA-1M0
 EMPLOYER

OFFICIAL USE

1.

Creation Date: July 2, 2014	Reviewed By: Programs and Services Staff
Amendment Date: March 29, 2017	Approved by: Team Leaders



2.

3.

**IT IS THE RESPONSIBILITY OF THE EMPLOYER TO NOTIFY G.R.E.A.T.,
UPON HIRING FOR THIS POSITION**

Technical Operations Analyst-1700021806

Description

- The Technical Operations Analyst acts as the Line of Business Partners' first point of contact for all technical support issues at an enterprise level.
- The TOA is responsible for providing excellent customer service, technical support for all supported business groups and products, troubleshooting, triage, and management of the incident lifecycle at enterprise level.
- He/she will proficiently support one or more call flow queues while performance remains at the correct service level or better.
- The TOA will provide solid knowledge within subject matter specialties.
- Provides cost effective first-level IT support by applying known solutions to problems or performing basic research
- Escalate issues to second level support when the solution is unknown or cannot be found within 20 minutes
- Resolves 80% of incidents at first point of contact
- Responsible for the generation of detailed Incident Ticket
- Supports all hardware and software for designated platforms e.g. Pathway Connect/Harris Connect/Office Connect, ABM or Nesbitt
- Supports remote access for home users
- Works with Team to achieve performance goals and increase productivity
- Provide exceptional customer service to Line of Business Partners to resolve IT support issues
- Rigorously follows defined staffing schedule to ensure optimal Customer Service
- Notifies customers and provides regular updates on major system issues
- Support customers in English (French Language required for the Montreal Site)
- Transfers and assigns incident investigation to appropriate second level support as per ITIL Incident Management process
- Ensures quality notification and escalations are executed
- Ensures Incident Management ITIL Process is followed
- Verifies appropriate priority, categorization and problem description for all Incident Records they generate



- Understands and follows security processes and understands how they apply to this role
- Review & Respond to queries based on operational policies and procedures
- Escalation - Escalate query to senior analyst for additional support and research
- Letter of Authority - Granted outlining the various systems, legacies, platforms the analyst will have access to

Qualifications

- Possesses a university degree/college diploma in Business or Computer Science or equivalent
- 1-3 years First level Technical support experience
- Completion of the appropriate industry accreditation or certification i.e. ITIL, MCP
- Demonstrated basic knowledge of supported products and platforms
- Demonstrates knowledge on support for organization and function
- Displays strong knowledge on the following but not limited to (Windows 2000, Windows XP, Windows NT, Active Directory Novell, Microsoft Office suite, Mainframe, E-mail).
- Possess strong written and oral communication skills
- Exhibits exceptional Customer Service skills
- Strong relationship management skills
- Excellent organizational & multi-tasking skills
- Excellent computer skills
- Demonstrates strong problem solving and troubleshooting skills to allow efficient and effective problem identification and apply appropriate solution
- Illustrates high attention to problem description, detail and impact
- Self-motivated and goal-oriented, capable of working in a fast paced and changing environment
- Excellent understanding of compliance and risk issue

We're here to help

At BMO we have a shared purpose; we put the customer at the centre of everything we do – helping people is in our DNA. For 200 years we have thought about the future—the future of our customers, our communities and our people. We help our customers and our communities by working together, innovating and pushing boundaries to bring them our very best every day. Together we're changing the way people think about a bank.

As a member of the BMO team you are valued, respected and heard, and you have more ways to grow and make an impact. We strive to help you make an impact from day one – for yourself and our customers. We'll support you with the tools and resources you need to reach new milestones, as you help our customers reach theirs. From in-depth training and coaching, to manager support



GRAND RIVER EMPLOYMENT & TRAINING INC.

"Opening Doors to Our People"

Service
Canada

and network-building opportunities, we'll help you gain valuable experience, and broaden your skillset.

To find out more visit us at <https://bmocareers.com>.

BMO is committed to an inclusive, equitable and accessible workplace. By learning from each other's differences, we gain strength through our people and our perspectives. Accommodations are available on request for candidates taking part in all aspects of the selection process.