

IT Operations, Senior Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 24, 2024

Published : Jul 24, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

At Interac, we design and deliver products and solutions that give Canadians control over their money so they can get more out of life. But that's not all. Whether we're leading real-time money movement, driving innovative commerce solutions like open payments for transit systems, or making advancements in new areas like verification and open banking, we are playing a key role in shaping the future of the digital economy in Canada.

Want to make a lasting impact amongst a community of creative thinkers, problem solvers, technical virtuosos and high-performance application developers? We want to hear from you.

As IT Operations Senior Analyst – reporting to the Leader, IT Operations - you will play a critical role in monitoring, analyzing, and optimizing our IT systems and processes. From identifying inefficiencies to implementing solutions, you will contribute to the smooth functioning of our organization's technological infrastructure. Your role will include Enterprise Incident Management as well as a variety of IT Operations projects like helping bring new products and features to market, and documenting and improving processes.

You'll be responsible for:

- Leading quick resolution of complex, mission critical technology incidents to resolutions quickly, collaborating with resources from many teams
- Participating and supporting incident resolution and post-incident analysis
- On-call pager support rotation (Enterprise Incident Management) and fully understanding and executing the escalation flow to management for each product/service and ensuring awareness to the broader group.
- Providing flexibility for afterhours support to teammates.
- Providing high quality, audience-appropriate, accurate communications to internal and external stakeholders during and after incidents within SLA commitments
- Finding innovative solutions to improve, expand, and speed up reporting on incident business impact, duration, resolution, and impact on SLAs, FI's and end users
- Ensuring new/augmented/transformed products and services are supported by robust processes, procedures, and delivery, sometimes performing the work and other times supporting others.
- Respecting and adhering to operations and security best practices.
- Ensuring that in acting on the most urgent issues, you are also driving resolution of other important issues.

You bring:

- Self-driven, seeking to deliver not only what is asked for but also what is needed
- Familiarity with IT infrastructure, applications, and services, sufficient to learn the high level architecture and flows of each product supported
- Familiar with ITSM Service Management frameworks
- Experience and proficiency with reporting processes and tools such as ServiceNow, Tableau, Power BI, and Excel
- 4+ years experience in technical roles, customer support roles, and/or client communications
- Strong time management, organizational skills, and attention to detail
- Strong interest in information security
- High level understanding scripting languages and automation: Unix shell, Windows PowerShell, schedulers would be an asset
- High level understanding of TCP/IP, LDAP/AD, SQL, basic networking would be an asset
- Experience in a DevOps, Agile, or Cloud operations environment would be an asset
- Post-secondary education in information technology, computer science, computer engineering or related background would be an asset.

Interac requires employees to complete a background check that is completed by one of our service providers. We use this service to complete the following checks:

- 5-year employment verification;
- Canadian criminal record check;
- Education verification;
- Canadian ID cross-check;
- Public safety verification; and
- Credit inquiry

How we work

We know that exceptional people have great ideas and are passionate about their work. Our culture encourages excellence and actively rewards contributions with:

Connection: You're surrounded by talented people every day who are driven by their passion of a common goal.

Core Values: They define us. Living them helps us be the best at what we do.

Compensation & Benefits: Pay is driven by individual and corporate performance and we provide a multitude of benefits and perks.

Education: To ensure you are the best at what you do we invest in you

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
