



Technology Services Administrator

Vancouver, BC

Summary

Reporting to the Senior Director, IS, the Technology Services Administrator will work with the service delivery team to ensure Sierra staff are receiving top quality customer service through all aspects of Information Services in support of Sierra business objectives.

Responsibilities

- Design and implement a continuous customer service program
- Liaise with outsourced service desk provider to develop standard service delivery processes (including work instructions, ticket handling processes etc.)
- Act as the primary escalation point for outsourced service desk provider
- Take ownership of service concerns and follow problems through to resolution
- Develop action plans to address top support call drivers
- Pro-active log reviews and staff outreach to address IS identified issues
- Develop and deliver a new hire onboarding and orientation program
- Develop End User Documentation
- Identify service improvement opportunities and related implementation plans
- Identify service model changes resulting from the evolution of the company
- Ensure that current and future service requirements of Sierra staff are identified and addressed
- Establish service level metrics and related reports

Qualifications and Requirements

- Completion of a diploma in Business Administration, Information technology or related field plus a minimum of 5 years relevant, hands-on customer service delivery experience; or an equivalent combination of training and experience
- Strong customer service orientation
- Excellent written and verbal communication skills
- Excellent interpersonal skills to be able to interact effectively with co-workers with varying levels of technical expertise
- Previous experience working with an outsourced service provider
- Ability to manage a variety of deadlines and priorities
- Previous experience supporting Microsoft-based work environment
- Experience implementing principles of ITIL
- Must be a flexible, self-starter with the ability to work independently with limited supervision

How to Apply

To apply for this role, please submit your CV and cover letter in PDF format to hr@sierraoncology.com. Please indicate the position title in the subject line of your email.

We thank you in advance for your interest in Sierra. We will contact you directly should we wish to arrange a meeting to discuss this position further.