



## **Position:** Service Catalogue Administrator Intern

**Reporting to:** Director, Service Portfolio Management

**Location:** Richmond Hill, ON (Hybrid)

## **The Role:**

The *Service Catalogue Administrator Intern* will be supporting projects and day-to-day initiatives within the Service Portfolio Management (SPM) team. This role will be dedicated to maintaining the Service Catalogue to a high standard of quality and relevance, thereby elevating the overall experience with the Catalogue for its primary audience: Account Executives, Sales Leaders, and Inside Sales Representatives.

In addition to the maintenance of the Service Catalogue, the Intern will help us plan and design our next-generation Service Catalogue. This role involves two primary projects:

- Oversee the migration of the Service Catalogue to SharePoint Online
- Formulate a plan for shifting the Catalogue to being customer self-service (vs. current internal)

This role will be full-time hours (37.5 hours per week), for a duration of 4 months (May 6 to August 23, 2024).

## **What the Role Entails:**

- Service Catalogue Administration:
  - Update content and files (e.g., price changes)
  - Activity analysis through tracking of what is working and what needs attention
  - Aged item recommendations based on criteria
  - Improvements to appearance and relevance
  - Monthly report generation
  - Publish updates to service offers:
    - Coordinate collateral creation and translation with Marketing
    - Coordinate item code (SKU) creation with Sales Operations



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- Service Catalogue Dashboard (PowerBI) administration:
  - Monitor the Service Dashboard and identify any anomalies in its data or functionality
  - Regularly review the dashboard for staleness and performance gaps; highlighting these so corrective actions can be taken
  - Track and report on the resolution of all SC Dashboard related issues and remediations
- Projects:
  - Migration of the Service Catalogue from SharePoint to SharePoint Online
    - Create a testdev version of the Catalogue using SharePoint Online
    - Migrate content from the old catalogue to the new testdev version
    - Create content and links to other resources as needed
    - Oversee the cut over into production
  - Plan the migration of the Service Catalogue to becoming customer self-service:
    - Understand and document the business requirements
    - Formulate a high-level migration plan
    - Identify a complete list of risks and challenges

## Skills and Qualifications You'll Bring:

- Experience with SharePoint, SharePoint Online, and SharePoint Design
- Strong skills in Microsoft Excel, Word and Teams
- Ambitious and able to take initiative, with the ability to work independently
- Strong organizational and problem-solving skills
- You must be comfortable working in a hybrid work model with a combination of remote plus onsite work

# COMPUGEN

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## About Compugen

Compugen is one of Canada's largest privately-owned Technology Allies. We help customers design, acquire, integrate, and operate technology. Our mission is to help organizations realize new possibilities. Every day, our dedicated staff across North America focus on providing extraordinary customer service and support experiences to private and public sector organizations. We combine breadth of skill, depth of expertise, and commitment to operational excellence at scale to deliver exceptional, customer-focused experiences.

If you are driven to make a difference, relentlessly curious, and collaborative at the core, we'd love to talk to you. Join us and let's make a difference.

## What You'll Love About Us:

Every day, over 1,500 dedicated employees across Canada focus on providing exceptional customer service and support experiences to private and public sector organizations. Since 1981, the Compugen team has developed a strong reputation with market-leading vendors and customers, for creating, implementing and supporting innovative IT solutions that delight thousands of customers.

We value and celebrate the diversity of our team and welcome applications from racially visible persons, Indigenous peoples and persons of the LGBTQ+ community.

Most importantly, we love to work hard, and we love to have fun. We're in it to win it.

## Equity Statement

Consistent with our commitments to equity and diversity, we actively recruit from all designated groups. We also provide employment accommodation upon request to current staff members and to applicants during the recruitment process. We aim to provide a work environment where excellence is allowed to flourish and diversity is prized. Compugen is committed to providing accommodation throughout the interview and employment process. If you require an accommodation, the hiring manager and the human resources contact will work with you to meet your needs.

**To apply, submit a detailed resume to [internships@compugen.com](mailto:internships@compugen.com), including the name of the position you are applying for in the subject line.**



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