



JOB TITLE: Application Support Analyst
DEPARTMENT: Information Technology, Worldsource Wealth Management Inc. ("WWM")
REPORTS TO: Director of Business Systems and Development
LOCATION: Markham, ON

JOB STATEMENT:

Reporting to the Director and working in a fast-paced environment, the Application Support Analyst is responsible for working with all departments and business lines by providing application support, coordinating and managing requests and/or incoming issues from business departments through the ticketing system, and referring appropriate items to Vendor. This highly motivated and energetic candidate must work with I.T.technical resources as well as the business units to ensure all application issues and changes are handled professionally.

ESSENTIAL FUNCTIONS:

- Managing support ticket requests and/or issues and directing to the appropriate in-house technical person for action or, for Vendor items, sending the request to their ticketing system;
- Ensuring support tickets are current and updated for business replies, managing outstanding items and highlighting problem areas to the Director of Business Systems and Development;
- Managing Broadridge DRF deployments into pre-production environment and coordinating testing by the business;
- Managing and advising key staff of DRF deployments into the production environment;
- Participating in the scheduling and prioritization process for software releases;
- Applying analytical skills to resolve problems and deliver viable solutions;
- Assessing issues reported by clients and working to drive them to closure;
- Providing product expertise to help answer questions related to product functionality;
- Maintaining and editing in-house forms as required; and
- Participating actively in continuous improvement of support processes.

QUALIFICATIONS:

- College or University education in information systems, computer science or equivalent
- Minimum of 2 years' experience in software/application support and test planning
- Demonstrated progressive information systems/technology work experience on Microsoft Platforms
- Strong communication skills with the ability to work collaboratively, professionally and effectively in a team-oriented environment
- Knowledge of SQL, SSRS, InDesign, CRM Dynamics, Python and MFDA/IIROC Industry knowledge
- Demonstrated experience in adding operational efficiencies at the process and systems level
- Service-minded and client-oriented driven individual
- Dataphile and Openview experience considered an asset
- Experience with a combination of the following: business process analysis and documentation, software requirements gathering, and Software QA

COMPENSATION:

Commensurate with experience

*If you are interested in applying for this position, please forward a cover letter and resume in confidence to hr@worldsourcewealth.com.
Worldsource is committed to accessibility in employment and to ensuring equal access to employment opportunities for candidates, including persons with disabilities. In compliance with AODA, Worldsource will endeavour to provide reasonable accommodation to persons with disabilities in the recruitment process upon request. If you are selected for an interview and you require accommodation due to disability during the recruitment process, please notify the hiring manager upon scheduling your interview.
We thank all applicants for their interest but only those selected for an interview will be contacted.*