

POSITION DESCRIPTION

IT Application Support Analyst

Reports to:	IT Application Support Lead
Direct Reports:	N/A
Location:	Calgary

MANDATE

Contribute to the Technology Team's reputation of trust and credibility by fulfilling Tier 1 Application Support and Help Desk Services.

KEY RESPONSIBILITIES

- Contribute to the meeting of Help Desk KPIs by mastering the Help Desk system, responding to tickets and communicating fixes
- Cross train with the LMS Administrator to serve as back up to that role
- Experience all LivingWorks course offerings, then develop expertise on the technologies related to those offerings
- Support LivingWorks staff with technical issues
- Document standard policies and processes
- Participate in the onboarding of new staff, specific to technology training and set up
- Contribute to the continual improvement of processes within the role, on the tech team and throughout the business.

QUALIFICATIONS

EDUCATION:

- Bach Degree in Computer Science, Computer Engineering or related IT field

EXPERIENCE:

- 5+ years of IT Help Desk or computer software/hardware related experience
- In lieu of degree, one or more computer industry related certifications

COMPETENCIES AND ATTRIBUTES:

- Articulate in written and spoken English
- Problem solving, root cause analysis with associated documentation and communication
- Running SQL Queries
- Leading self and others
- Adjusting to changing environments
- Taking direction
- Self-directed learning
- Organizing and prioritizing
- Focusing on the immediate minutia while maintaining site of the future road and bigger picture