



## LivingWorks is seeking an IT Application Support Analyst

### About LivingWorks

For nearly four decades, we've wondered: how can we make the world a better place? At LivingWorks, that comes in the form of saving lives from suicide. We make it possible with innovative, evidence-based training that can empower anyone to recognize someone's distress and take action to keep them safe. Everyone has a role to play, and we have a training program for every role.

We've grown a lot over the past four decades. From a small startup to a global company, we're honored to be training communities and organizations around the world. Military units, teachers, corporations, volunteers, faith communities, mental health professionals, and countless others rely on our training to save lives every day.

LivingWorks is a mission-driven, for-profit company. This means:

- We exist for our mission: to make communities everywhere safer from suicide.
- Everything we do, and how we do it, must contribute to our mission.
- Profit is an 'outcome' of what we do, not the 'why' of what we do.
- Profit ensures the sustainability of our organization to serve our mission.

We bring skills to over 200,000 new trainees annually... and over the next few years, we have an ambitious plan to greatly expand that number. To move us forward in that mission, we're looking for a skilled, experienced, and passionate IT Application Support Analyst. Someone who:

- Is genuine, authentic and down to earth with a grounded ease of conversation
- Is good at explaining the complexities of IT to non IT people in a kind and respectful way
- Has a 'Can Do' attitude with the confidence to say, "I don't know now, but I'll find out and get back to you."
- Has a healthy approach to conflict: wants to understand opposing perspectives and has the confidence to share opinions
- Views teamwork and team success as the path to personal success
- Always has an eye open for process improvement
- Recognizes when someone needs help, and is keen to offer
- Is focused on task completion and customer service

#### LivingWorks Education Inc.

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## About the Position

LivingWorks' Infrastructure Department has a mandate to create and maintain the support structures on which the business will operate in alignment with our vision, mission and business plan.

Within Infrastructure, the Technology Team develops technology and delivers technology services in the most cost efficient way using internal and external resources. The Technology Team helps LivingWorks achieve its mission by:

- aligning technology resources and processes with the intended culture of the business
- contributing to the agility of the business with timely, efficient and accurate action
- ensuring that the business owns it's knowledge
- maintaining continuity and connection between applications used by the business

Reporting to the Technology Director, The IT Application Support Analyst will contribute to the Technology Team's reputation of trust and credibility by fulfilling Application Support and Help Desk services, with potential growth opportunity to Application Support lead functions. The person in this role will report to the Technology Director and will establish relationships throughout the organization and with vendors, and will interact with external customers.

Specifically, the IT Application Support Analyst will:

- 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.

In order to be successful, the IT Application Analyst will have strong skills and capabilities such as:

- Articulate in written and spoken English
- Problem solving, root cause analysis with associated documentation and communication
- Running SQL Queries
- Leading self and others

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- 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

## Education and Experience

- 5+ years of IT Help Desk or computer software/hardware related experience
- Bachelor's Degree in a Computer Technology or Computer Science related field
- In lieu of degree, one or more computer industry related certifications

## How to Apply:

In addition to working toward a life-saving mission, LivingWorks offers a competitive compensation and benefits package. The workplace for this role is in our Calgary office and the competition is open to current residents of Calgary area. If you seem like a fit for this role, we'd love to hear from you!

**Please provide your resume and cover letter detailing your qualifications to [hr@livingworks.net](mailto:hr@livingworks.net)**

Due to the volume of applications, only those selected for an interview will be contacted.

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