



INFORMATION TECHNOLOGY APPLICATION SUPPORT ANALYST

Join our dedicated National team as an **Information Technology Application Support Analyst!** Reporting to the Senior Manager, Information Technology, the position of Application Support Analyst's (ASA) role is to deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. This includes **troubleshooting non-ERP applications and software for all internal customers.** The ASA is also responsible for assisting in the design, delivery, and improvement of in-house **software applications training programs.**

Your Key Responsibilities:

Planning

- Analyze results, make recommendations for support process improvement, and implement changes.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.

Acquisition & Deployment

- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.

Operational Management

- Ticket Management – field, triage, and prioritize all incoming problem tickets from end users at the same time documenting all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, and installing hardware as required.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Communicate application problems and issues to key stakeholders, including management, development teams, and end users.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
- Maintain and enhance performance of all new and existing software and applications across the organization.
- Identify and learn appropriate software applications used and supported by the organization.
- Participate in departmental application training needs and objectives.
- Participate in the design, development, and delivery of software applications training programs and individual classes.
- Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution aiming for continuous improvement.
- Project support and coordination for various IT projects as required.

What you bring:

Education and Experience:

- Required: Community College diploma in Computer Science, Information Systems, or equivalent work experience.
- Preferred: Community College diploma in Computer Systems Technology (3-year diploma).
- Additional Preferred Formal Certifications: M365 / Azure



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- Minimum 5 years' experience in Application Support and/or Service Desk role is required.
- Experience working in a call centre or in a similar remote support desk environment would be an asset.

Skills and Competency Toolkit:

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Microsoft Suite, SAP Client Software, and Adobe Products.
- 2 years experience with Azure is a must.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Experience with building and maintaining databases for query and problem tracking.
- Good understanding of the organization's goals and objectives.
- Ability to prioritizing workload and escalate issues when required.
- Experience administrating AVAYA Office Cloud communications systems.

Communication:

- Ability to manage Internal Relationships to work closely with all levels of staff.
- Ability to manage External Relationships with Third Party Support Vendors.
- Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Working Conditions

- Uneven workload, with peak periods, often peaking around board meetings.
- 8-hour shifts that range between 8am to 8pm. Working off hours and weekends only when required.
- Ability to manage own time with reasonable flexibility outside of peak work periods.
- This is generalist type of role. Flexibility and adaptability are of high importance.
- This position is hybrid, a mix of both remote and in-office work.

About Us

Circular Materials is a national producer-led not for profit organization that supports producers in meeting their obligations under extended producer responsibility regulations across Canada. We are committed to building efficient and effective recycling systems to minimize waste, and ensure materials are reused again and again. Through the support of our founders and member producers, Circular Materials is implementing a national harmonized approach focused on improving recovery rates, meeting the needs and expectations of consumers, and protecting the natural environment. The team is currently working remotely.

For more information visit: <http://www.circularmaterials.ca>

What We Care About

We care about our business and our people. We want to work with a motivated, detail-driven team player who will build great relationships with our small, dedicated team, our service partners, and our stakeholders. Our values of innovation, trust, knowledge, service, and respect should resonate with you.



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We offer competitive salaries and an extensive benefits package that includes a Professional Development benefit, Personal Wellness Benefit, RRSP matching program, and medical/dental group benefit coverage.

Apply Now!

Think you would be a good fit for our **Information Technology Application Support Analyst** position? We want to hear from you!

Please send your cover letter and CV to humanresources@circularmaterials.ca by December 16, 2022.

Circular Materials is an Equal Opportunity Employer. We thank all applicants for their interest. Only those under consideration will be contacted.