

JOB TITLE: Application Support Associate

LOCATION: Downtown Toronto

INDUSTRY: Financial Services

REPORTING TO: Senior Manager, Applications Support

COMPANY OVERVIEW

We're a leading independent, Canadian-owned and operated wealth management and capital markets firm, known for our client-centered approach and entrepreneurial spirit. Echelon is a compelling option for investors seeking unbiased investment solutions, professional management, and unparalleled service. We aim to build lifetime relationships and deliver superior service. Our financial professionals have the freedom to offer truly independent investment advice, always putting their clients' needs first. We are also a growing firm, with over \$8 billion in assets under administration and management. We service clients across Canada from our offices in Toronto, Oakville, Ottawa, London, Montreal, Vancouver, Calgary, Victoria, Saskatoon, and Edmonton.

Echelon Wealth Partners is proud to be recognized as a Great Place to Work® for four years running (2017-2021) and further securing our place on the list of Best Workplaces® for Financial Services (2019-2021), Best Workplaces® for Inclusion (2020), and Mental Wellness (2021). We've also been recognized as one of the fastest-growing companies by Maclean's/Canadian Business magazines (2019-2020) and the Globe & Mail (2020).

POSITION OVERVIEW

The successful candidate will be an integral member of a small team with the responsibility to provide application support for business applications. As an Application Support Associate in the Wealth Management Office, you will execute all aspects of and support for changes to Business Areas and Technology. Excellent communication and interpersonal skills are required. Must have a strong work ethic, positive attitude, and a willingness to learn and grow.

CORE DUTIES & RESPONSIBILITIES

- Assist in the maintenance of financial services applications
- Provide support to the business during day-to-day activities and ad-hoc requests
- Create and maintain client communications, team communications and other documents that may be required
- Contribute to and maintain a knowledge base of previous support issues
- Train users on applications and help them resolve application issues
- Communicate issues and status updates with all stakeholders effectively
- Create and maintain a knowledge base to provoke knowledge transfer within the team

REQUIRED EXPERIENCE, EDUCATION, SKILLS AND BEHAVIOURS

- College Diploma from a recognized post-secondary institution
- Previous experience in an end-user support role is required
- Excellent interpersonal, communication and customer service skills
- Strong troubleshooting and organization skills
- Self-starter with the ability to multitask while adhering to tight schedules
- Comfortable working directly with end users
- Proficient with MS Suite of tools (i.e., Word, Excel, MS Project, PowerPoint)
- Experience in Financial Services Business or Technology, Wealth Management or Brokerage
- Experience interfacing with users and technical team members to resolve identified user issues
- Quick learner and able to adapt to complex applications
- Strong work ethic and be a positive team-player – trustworthy, capable, and reliable.

Application Instructions:

To submit your application, please visit: <https://www.linkedin.com/jobs/view/2946015189/>

We thank all applicants for their response but only those considered for an interview will be contacted.

Echelon is committed to fostering an inclusive, accessible environment where all employees and customers feel valued, respected and supported. If you are invited to interview and require accommodation (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.