



Business Application Support Analyst – Vancouver

This year, Odlum Brown celebrates its 96th anniversary as an independent, employee-owned, full-service investment firm. We are honoured to be recognized as one of Canada's Best Managed Companies for 19 consecutive years and as one of Canada's Most Admired™ Corporate Cultures.

CULTURE AND VALUES

We are very proud of the vibrant culture that we have built and sustained for many years. It's the way we do things, how we make decisions and what defines which behaviours work and don't work – it's what makes up our DNA.

Our values are the cornerstone of our culture, a set of principles that provide a compass for our actions and unify us as a team.

PEOPLE

We have skiers, mountain bikers, hockey players, runners, volleyball players, movie buffs, bookworms, animal lovers, musicians, yogis, world travelers and every other variety of person you can imagine. You will work with really interesting people and make great friends, too.

COMMUNITY

We are serious about supporting the communities where we live and work. We are committed in heart and mind to everything we do in the community, and we work hard to inspire passion and fun while doing it.

PROFESSIONAL DEVELOPMENT

Continuous learning matters. We are committed to providing career-long support for learning and growth.

If you have a passion for learning and are a champion of change, we have a current opportunity for a Business Application Support Analyst to join our Vancouver office. Reporting to the Manager, Business Application Support Team (BAST), this role will provide first level technical support for various business applications. This role will also participate in application implementation and change management initiatives to multiple integral systems.

RESPONSIBILITIES

- Provide troubleshooting and support by investigating and resolving IT tickets in a timely manner
- Install, deploy, configure, maintain and improve new and existing applications
- Help implement change requests and participate in weekly change management meetings
- Work with internal and third party support teams to rectify issues within applications, as well as coach teams to troubleshoot applications independently
- Communicate with all teams regarding changes or incidents within applications



KNOWLEDGE AND EXPERIENCE

- Minimum 1 to 3 years of IT support or Help Desk experience, combined with knowledge of business systems analysis or related data analysis discipline
- Experience in the financial (investment management) services industry and/or proficiency in financial applications (Dataphile or similar bookkeeping system) preferred
- Salesforce or similar Customer Relations Management (CRM) application experience is an asset
- Proficiency in MS Office (Word, Excel and Outlook)
- Excellent verbal and written communication skills
- Committed to providing a superior client service experience along with the ability to problem solve and prioritize a high volume workload
- Strong technical aptitude and a resourceful and analytical thinker

Our team is growing and we've got room for one more if you're interested. If this sounds like the environment you'd like to work in and you have the credentials and experience for this job, we invite you to submit a cover letter and resume to hr@odlumbrown.com by **March 20, 2019**.

Candidates must be legally eligible to work in Canada. Full disclosure of any restrictions must be disclosed at the time of expressing interest and supporting evidence provided prior to any potential offer of employment.

We appreciate your interest and thank you for taking the time to consider this opportunity. We will be in touch with individuals whose profiles most closely match what's needed to be successful in this role.