



Position: Application Support Analyst
Reports to: IT Support Manager
Department: IT
Location: Head Office, Toronto, Ontario (temporarily remote)

The Opportunity

Provides advanced subject matter and technical knowledge to business applications and issues. Core function will be application support.

How You Will Be Spending Your Time

- Apply advanced subject matter knowledge to business issues and is regarded as a subject matter expert of business' application systems
- Investigation and troubleshooting of application problems and liaising with business, vendors and IT groups for timely resolution
- Contributes to the development of new ideas, methods and processes for the supported business units
- Provides second level support to the IT Service Desk on business and technical issues relating to the company's applications
- Leads and/or provides expertise to project teams
- Provide guidance to Business Analyst and other IT staff
- Write and/or maintain application Support documents in accordance with current standards
- Establish and manage effective test strategy, test plans, test cases and execute test scripts; ensuring business requirements are met in the process
- Occasional after hours support (including evenings & weekends) during implementations
- Some on-call support as required
- All other duties as assigned by management

The Skills, Experience and Requirements You Need to be Successful

- Minimum 2 years' experience in an application support role
- Minimum 2 years' experience in a technical support role
- College or University degree or certificate in Computer Science or equivalent in an IT related field
- Good knowledge of Microsoft Suite of products
- Strong conceptual, analytical, and problem solving skills with the ability to strategize and interpret business objectives and negotiate favorable results
- Ability to provide leadership direction to others with a positive approach to the job, especially during periods of growth and change
- High level of personal energy and ability to maintain that activity level under conditions of time, pressure and stress
- Sensitivity to and skilled in satisfying customer needs and concerns
- Excellent communications skills, both written and verbal (this will involve communicating to business staff, management and executive teams as well as vendors)
- Ability to plan and provide system and functionality demos and presentations
- Very good knowledge of travel systems, and system development life cycles
- Proven ability to effectively manage complex projects and relationships (at strategic organizational levels) in a constantly changing and ambiguous environment
- Strong quality control and user acceptance testing , change management processes knowledge



The Company values diversity in the workplace and is committed to employment equity. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the company will provide accommodation, accessible formats and communication supports for the interview upon request and we will work with you to meet your accessibility needs.