

SUPPORT ANALYST

GENERAL DESCRIPTION

The Support Analyst will be an integral part of the Kelowna-based support team providing business support services to new and existing clients on Vadim Municipal & Financial software. The individual will be accountable for managing customer calls, through effective problem diagnosis, critical analysis, problem solving, teamwork and proactive customer management. They will also be required to assist in research, development and testing of Vadim products with respect to enhancements and/or improvements of existing modules, working closely with the technical teams and subject matter experts. They will also be required to carry out up to 4 weeks of off-site client training and or support each year, to cover training peaks within the company and to build up and maintain a client-focused perspective within the support team. Travel will be to various client sites throughout Canada and the U.S. This position is based in Kelowna and is a 12-month term position.

DUTIES & RESPONSIBILITIES:

- Gain thorough business knowledge of a defined sub-set of Vadim software modules;
- Work integrally with the technical support team,
- Respond to software business support calls from clients, carry out detailed problem definition, critical analysis and research to identify the source and nature of the problem;
- Present the solution to the client or effectively transfer the problem to technical support team members;
- Pass on business knowledge to the technical team members;
- Gain a technical understanding of the design and functionality of Vadim software modules;
- Maintain satisfied clients throughout the process.
- Provide assistance in the research and development of Vadim's products with respect to enhancements and/or improvement of existing modules;
- Prepare and document business specifications and use cases;
- Test new features and fixes added to the software;
- Occasional travel to client sites;
- Suggest/promote additional add-on products and service to clients

GENERAL FUNCTIONS

- Demonstrate leadership by encouraging a positive work environment, building trust within the team and by promoting a high performance team environment
- Attend and participate in team meetings and ad-hoc status meetings as required or directed from time to time.
- Abide by and adhere to the policies and procedures as generally practiced by the team and the company as a whole.
- Complete letters and/or email correspondence to staff, clients and partners as required.
- Complete timesheets; ensure proper entry and allocation of time to ensure accurate time entry reporting and billing to clients.
- Other duties as assigned

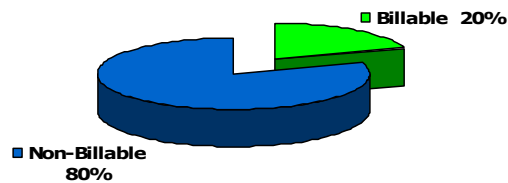
EDUCATION & EXPERIENCE REQUIRED:

- Experience in Problem Solving and Analysis;
- Sound knowledge and experience of Accounting Principals and Practices;
- Experience with using or supporting Municipal and/or Financial systems;
- Customer Care, Support or Help Desk experience;
- Track record in Business Requirements Definition and Analysis.

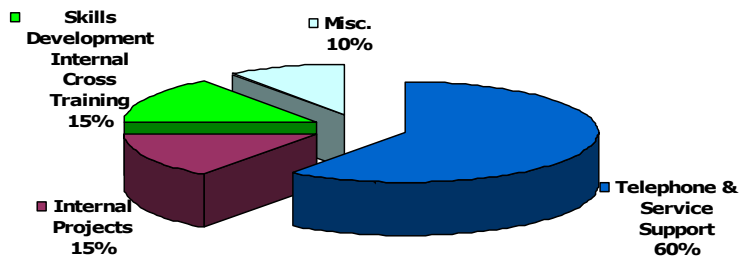
SKILLS REQUIRED:

- Highly motivated and client-oriented;
- Strong problem solving and analytical skills;
- Enthusiasm for operating in a constantly busy work environment;
- Ability to work calmly under pressure;
- Proven record of meeting tight deadlines;
- Ability to multi-task and prioritize;
- Strong team player;
- Outstanding interpersonal and communication skills;
- Results and detail oriented.

DISTRIBUTION OF TIME:



DISTRIBUTION OF WORKLOAD:



Telephone & Service Support	60%
<ul style="list-style-type: none">• Telephone Support• Business Analyst Functions• QA Testing (new features and fixes)• Prepare and document business specifications	
Internal Projects	15%
<ul style="list-style-type: none">▪ User Group Conference Prep▪ Misc. Support Liaison▪ Departmental Meetings▪ Special Projects & Other Misc.	
Skills Development/Internal Cross Training	15%
<ul style="list-style-type: none">▪ Personal learning/upgrading skills▪ Departmental Meetings▪ Mentoring/Training other staff	
Misc.	10%
<ul style="list-style-type: none">▪ User Group Conference Prep▪ Misc. Support Liaison▪ Special Projects & Other Misc.	
Total	100%