

Business Analyst – IT Support Services



DURABUILT

WINDOWS & DOORS

Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 01, 2024

Published : Aug 01, 2024

Employment Status : On-site

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Our values are at the core of everything we do!

- **INNOVATIVE.** Think ahead to stay ahead.
- **DRIVER.** Stay hungry and act with urgency.
- **OWNERSHIP.** No excuses. 100% accountability.
- **CARING.** For employees, partners, and the community.
- **INDIVIDUAL.** We work with great people and expect a lot from them.

We are one of Western Canada's largest window and door manufacturers servicing consumers, contractors, and retailers. Established in 1988 and headquartered in Edmonton, Alberta, it's not just Durabuilt's innovative manufacturing and design that places us on the list of Canada's Best Managed Companies - **it's also our people.**

Purpose of the Role:

- Serve as the first point of contact for customers seeking technical assistance over the phone or email.
- Perform remote troubleshooting through diagnostic techniques and pertinent questions.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.

The ideal candidate should have a minimum of 2 years of experience working in a similar role.

Main Duties

- Provide first-line technical support to ERP end-users, troubleshooting and resolving issues.
- Collaborate closely with various departments such as Finance, Sales, Manufacturing, and Purchasing to understand their business needs and problems.
- Drive awareness of requirements across business units and identify standard systems processes through evaluation of real-time data.
- Serve as thought leader for technical business processes, developing systems prototypes that promote increased efficiency and productivity on multiple levels.
- Determine and develop user requirements for systems in production, to ensure maximum usability.
- Help develop and implement processes to make ERP solutions work effectively for the organization.
- Offer guidance and, occasionally, training to ERP end-users on system functionalities.
- Evaluate, analyze, and communicate systems requirements on a continuing basis, and maintain systems processes, including the delivery of monthly status reports to all appropriate parties.
- Author and update internal and external documentation, and formally initiate and deliver requirements and documentation.
- Develop meaningful and lasting relationships with partners for optimized systems integration and respond to questions and concerns from the end users.

Required Skills

- At least 2 years experience as an ERP specialist in a related industry.
- A background in business administration, project management, or a related field will be advantageous.
- Deep knowledge of operating systems, current equipment and technologies, enterprise backup and recovery procedures, and system performance monitoring tools
- Exceptional interpersonal, collaboration, and communication abilities.
- Excellent analytical and problem-solving skills.
- Strong oral communication skills to gather information from employees and explain complex technical concepts in simple language.
- Demonstrated written communication skills to create useful support logs.
- Analytical and problem-solving skills to troubleshoot and diagnose issues.
- Ability to maintain confidentiality of company information.

Good to Have

- Strong working knowledge of Salesforce and relevant Microsoft applications, including Visio.
- Proven ability to manage projects and user testing.
- Extensive experience with data visualization
- High proficiency in technical writing
- Experience working in the Manufacturing domain would be a vital asset
- Experience working in a similar role would be a vital asset

Educational Qualifications

College diploma or University degree in Computer Science & Technology

Working Conditions

- Operate primarily in an office environment.
- Pressure to produce tangible results and complete projects within tight timelines.
- Lifting and/or carrying anywhere from 0 lbs to 20 lbs.
- Routinely uses standard office equipment such as laptop computers and smartphones.

Job Type: Full-time, Permanent

Benefits:

- Casual dress
- Dental care
- Employee assistance program
- Extended health care
- Flexible schedule
- Life insurance
- On-site parking
- Paid time off
- Vision care

Working Hours / Shifts:

- 8 hour shift
- Monday to Friday

Ability to commute/relocate:

- Edmonton, AB: reliably commute or plan to relocate before starting work (required)

Work Location: On Site

Send Us Your Resume

We embrace diversity and offer equal opportunities to all qualified applicants regardless of origin, culture, ethnicity, age, ability, gender identity, sexual orientation, or faith. Thank you to all those apply and those who are short-listed will be contacted.

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Schedule:

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Ability to commute/relocate:

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Education:

- Bachelor's Degree (preferred)

Work Location: In person

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
