

Junior System Analyst



Phone :

Web :

Job Summary

Vacancy :

Deadline : Sep 18, 2024

Published : Aug 18, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Assent is the leading solution for supply chain sustainability tailored for the world's top-tier, sustainability-driven manufacturers. Hidden risks riddle supply chains, many of which weren't built with sustainability in mind. That's where we step in. With insights from experts, Assent is the tool manufacturers trust for comprehensive sustainability.

We are proud to announce that Assent has crossed the US\$100M ARR milestone, granting us Centaur Status. This accomplishment, reached just 8 years following our Series A, makes us the first and only Certified B Corporation in North America's SaaS sustainability industry to celebrate this milestone.

Our journey from \$5 million to US\$100M ARR in just eight years has been marked by significant growth and achievements. With our \$350 million US funding led by Vista Equity Partners, we're poised for even greater expansion and are on the lookout for outstanding team members to join our mission.

Hybrid Work Model

At Assent, we proudly embrace a remote-first work model, valuing the flexibility and autonomy it provides our team. We also acknowledge the intangible benefits of occasional in-person workdays. For team members situated within 50 kms/31 miles of our five global offices in Ottawa, Eldoret, Penang, Columbus, and Amsterdam, you can expect to come into the office at least one day a week. Similarly, those near our co-working spaces in Nairobi and Toronto are encouraged to work onsite once a month.

Job Description

The Junior System Analyst is an integral member of the IT Support team reporting to the Director, Information Technology. This individual will do their part in supporting Assent Inc. in both a proactive and reactive capacity, providing world class support to the full Assent Team irrespective of location. The Junior System Analyst will troubleshoot technology puzzles, create knowledge base articles and other documentation, and report issue resolution back to the affected stakeholder. The ideal candidate in this role is a professional who is very thorough, is service-oriented and highly organized!

This position is on-site and requires presence in the Ottawa HQ office.

- Provide systems support to Assent Inc. stakeholders
- Provisions and management of systems accounts and the review of such accounts as set out in the Account Review policy
- Monitoring of systems as outlined in the System Monitoring policies
- Monitoring various processes and reporting status
- Assists in the development of procedural manuals and trains users on requirements for automated systems;
- Ensuring high quality IT asset management
- Administration of Assent's SaaS tools contracts
- Responsible for ensuring technology systems and services procurement processes adherence
- Participating in preparation and execution of ISO quality management audit process within the scope of IT responsibilities
- Assists in the day-to-day office administration; Prepares and keeps departmental records and reports
- Working closely with Assent security team and following up and resolving various security puzzles and issues
- Working closely with System Analysts and filling in some of their duties in their absence
- Understanding of ethical business practices, sensitivity to confidential matters, and behaving in a manner that aligns with Assent's organizational values
- Follow guidance set out by corporate security policies and standards;
- Ensure departmental security processes and procedures are followed where applicable.

Qualifications

- College Diploma/ Bachelor's degree in an IT discipline.
- 2 years of experience in systems analysis, business or solution architecture, business analysis, business process reengineering and/or process improvement.
- Excellent oral and written communication skills and must be detail oriented.
- Ability to effectively solve problems.
- A true team player who maintains a positive attitude in a dynamic environment.
- Must be able to effectively and professionally communicate to management, peers and customers as well as demonstrate sound judgment/reasoning skills.
- Experience with the following SaaS systems and services is desirable: Atlassian apps, JAMF, Automox, Productiv and Vendr.

Additional Information

Life at Assent

Wellness: We believe that you and your family's well being is important. As a result, we offer vacation time that increases with tenure, comprehensive benefits packages (details vary by country), life leave days and more.

Financial Benefits: It's not all about the money – well, it's a little about the money. We understand that financial health is important and we offer a competitive base salary, a corporate bonus program, retirement savings options and more.

Life at Assent: There is purpose beyond your work. We provide our team members with flexible work options, volunteer days and opportunities to get involved in corporate giving initiatives.

Lifelong Learning: At Assent, curiosity is not only valued but encouraged. You will receive professional development days that are available to you the day you start.

At Assent, we are committed to growing and sustaining an environment where our team members feel included, valued, and heard. Our diversity and equal opportunity practices are guided and championed by our Diversity and Inclusion Working Group and our Employee Resource Groups (ERGs).

Our commitment to diversity, equity and inclusion includes recruiting and retaining team members from diverse backgrounds and experiences, and fostering a culture of belonging where all team members are included, treated with dignity and respect, promoted on their merits, and placed in positions to contribute to business success.

If you require assistance or accommodation throughout any part of the interview and selection process, please contact talent@assent.com and we will be happy to help.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
