



Systems Support Analyst

About the Role:

We are looking for a full-time (37.5 hours/week) Systems Support Analyst who will provide day-to-day technology support to our staff and support the implementation of various system-related projects. In this role, you will help ensure that staff feel supported in their technology needs, and our technology projects are implemented smoothly. The role provides an excellent opportunity to work with community-focussed professionals in a collaborative banking environment.

This role travels regularly between the Toronto office locations and may be required to travel to the Hamilton office 3-4 times a year. This role may occasionally provide off-hour and out-of-office support to support technical project work and/or credit union events.

This role is for you if:

You have on the job practical experience providing users with system support and like to roll up your sleeves and help wherever needed. You have knowledge of Windows and relevant operating systems and hardware/software, but technological certification isn't required. You're someone who develops strong working relationships and are looking to join a team where you can contribute over the long term. You're patient, organized, enthusiastic, and like being part of a smart and hardworking team.

Key Work Activities:

Reporting to the Director, Banking Operations, you'll play a critical role in supporting Northern Birch Credit Union's day-to-day operations and project implementations. In this role, you will:

- Troubleshoot basic problems and submit tickets to third-party managed services provider as required.
- Help staff become more efficient with day-to-day technology and software programs by answering questions and sharing resources.
- Troubleshoot and triage technical issues / respond to questions about the banking system, online banking, the mobile banking app, e-transfers, etc.
- Coordinate the delivery, installation, and set-up of technology for new hires.
- Participate in installation, testing and implementation of new hardware, software, upgrades, and licenses.
- Be the day-to-day contact with contractors and suppliers to resolve problems; escalate issues as needed to ensure minimal impact to members and staff.
- Contribute to projects and system implementations during the planning and testing process.
- Promote fresh ways of thinking, provide insight and recommendations based on industry best practices.
- Demonstrate the credit union's corporate values in day-to-day work, external communications, and interpersonal relations.

You Have:

- A college diploma or bachelor's degree in business, administration, or related field
- Knowledge of Windows and relevant operating systems and relevant hardware/software
- Above average knowledge of email, calendaring, virtual meetings, internet, and basic computer troubleshooting
- The ability to support and troubleshoot basic issues with Microsoft Office applications
- Working knowledge of database environments and networking, and ability to intuitively navigate various systems
- Knowledge and ability of how to maintain and troubleshoot computers, printers, scanners
- Driver's license for travel between branches for in-person support
- Ability to be flexible, organize and plan work to deal with deadlines and peak periods
- Patience in working with team members of varying levels of technology knowhow
- 1- 2 years of relevant work experience

This position offers the opportunity to grow and take on additional responsibilities based on your ability and career goals. We offer competitive compensation and benefits, on the job training, and a non-competitive, friendly work environment.

How to Apply?

Submit your résumé and cover letter to careers@northernbirchcu.com.

The successful candidate must complete a full background check, be bondable and be permitted to work in Canada.

NBCU is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodations during the recruitment and selection process, please notify us and we will work with you to meet your needs.

We thank all candidates; however, only those to be interviewed will be contacted.