User Support Technician -Cloud Support Job

Employer Name: MCIS Language Solutions

SpiderID: 12527307

Location: Toronto, Ontario

Date Posted: 5/13/2022

Wage: 36.25 p.h.

Category: Information Technology

Job Code:

Number Of Openings: 1

The Cloud Support Analyst role is comprised of the main activities as follows:  
  
Project Implementation Support  
  
Assist the Implementation Specialist with the exploration of new ideas / technologies that can be implemented at MCIS to ensure we operate efficiently and provide input / recommendations to help outline and operationalise MCIS technology strategy;  
  
Participate in customer implementation kick-offs and requirement gathering sessions as requested;  
  
Provide solution analysis and configuration plans, aligning client specific-requirements with project scope;  
  
Work with direct supervisor to update clients on project plans, milestones, and tasks;  
  
Provide regular status updates to Implementation Specialist on implementation deliverables and milestones;  
  
Engage with external vendors if technology solutions are provided by external technology partners as direct supervisor sees fit; and   
  
Support the Implementation Specialist in the planning, creation and execution of all business process improvements by conducting research, vendor analysis, vendor engagement, performance testing and creation of plans to operationalize solutions.  
  
Ongoing Maintenance, Training and Support on Business Solutions  
  
Achieve proficiency and become a subject matter expert with the use of MCIS cloud / on-premise platforms used for service delivery;  
  
For selected systems, perform on-going data import of operational/financial data, conduct verification processes and report progress to final users upon completion;  
  
Assist clients (internal and external) with troubleshooting and issue resolution with a focus on customer service;  
  
Participate in the creation, implementation, and maintenance of training materials; and  
  
Participate in the creation and delivery of training sessions with internal and external users as needed.   
  
Overall technology support  
  
Work in collaboration with other IT and IO staff members to make sure technology is used to its full potential and help them to identify possible ways to streamline processes.  
  
Any other duties that are assigned that are reasonably within the scope of this position.

The Cloud Support Analyst must have an undergraduate degree in computer sciences or a related discipline, or a combination of experience and training.Training related to technology, and Cloud based environments may be required. While there will be some on the job training for the role, specific to MCIS needs, the incumbent will come to the position with an adequate amount of previous training. A self-starter who can take responsibility for managing clients and issues with the ability to work in a fast-paced, demanding, thriving environment.  
  
Additional education or training as outlined below will be an asset:  
  
Experience working with multi-level technical/business support processes and associated tools;  
  
Advanced knowledge and proven experience on relational database management systems such as SQL server, MySQL, MS Access, etc.;  
  
Advanced knowledge and proven experience on data management, data migration and reporting tools such as SSRS, SSAS, etc.;  
  
Basic knowledge on project management principles for implementation of business solutions for service delivery organizations;  
  
Experience with software in a SaaS / Cloud computing environments;  
  
Experience with CRM / ERP solutions for service delivery organizations;  
  
Knowledge on programming using various software development platforms / solutions / languages and willing to acquire new knowledge as needed;  
  
Proven track record of building relationships with stakeholders, vendors and peers;  
  
Strong analytical and problem-solving skills; and  
  
Excellent verbal and written communication skills in English. French is an asset although not mandatory.

Start Date: As soon as possible  
  
  
Position Type: Full-Time Permanent  
  
  
Years of Experience Required: 2  
  
  
Education Required: Bachelors  
  
  
Overnight Travel: None  
  
  
Vacation Time: 2 weeks / year

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Contact Name: MCIS Language Solutions

Employer

Company: MCIS Language Solutions

Toronto

Ontario