

Job Posting:171893 - Position: F25 Application Support Analyst 171893

Co-op Work Term Posted: 2025 - Fall
App Deadline 08/20/2025 09:00 AM
Application Method: Through UBC Science Co-op
Posting Goes Live: 08/13/2025 01:19 PM
Job Posting Status: Approved

ORGANIZATION INFORMATION

Organization UBC Information Technology (UBC IT Services)
Country Canada

JOB POSTING INFORMATION

Placement Term 2025 - Fall
** Job Title ** F25 Application Support Analyst 171893
Position Type Co-op Position
Job Location Vancouver, BC
Country Canada
Duration 8 months
Salary Currency CAD
Salary 22.0 per hour for 0 Major List

Job Description

Job Title: Application Support Analyst

Department: UBC Information Technology (UBC IT)

Duration: 8 months

UBC IT Communication and Collaboration Services provides a suite of services to the University community, including Microsoft 365 (Teams, OneDrive), Enterprise Content Management (SharePoint), Email (Exchange), Calendaring, Voice Services (telecommunications), Emergency Broadcast and Digital Signage.

The successful candidate will play an active role in supporting and delivering collaboration solutions using M365 and SharePoint to the UBC campus community. The candidate must demonstrate a strong interest in IT support, customer service, web development and user experience (UX). They will assist with feature development, quality assurance, client communications and service migrations.

Reports to the Team Lead and/or Manager, but day-to-day guidance and professional support may be provided by Systems Administrators. Works independently with limited supervision and collaboratively with other team members.

SPECIFIC DUTIES:

- Supports application-based communication and collaboration systems such as Microsoft Exchange, SharePoint, Teams and OneDrive;
- Provides ongoing support and maintenance for SharePoint sites, custom-built applications and workflows;
- Assists with migrations to Microsoft 365 (Exchange, SharePoint);
- Gathers requirements, participates in project planning and assists with implementation;
- Performs testing and debugging;
- Prepares technical documentation;
- Communicates with internal and external departments;
- Carries out other related duties as required.

Job Requirements

QUALIFICATIONS

- Knowledge and experience supporting Microsoft enterprise products (e.g. Exchange, SharePoint, Microsoft 365, Active Directory) is an asset;
- Excellent interpersonal, communication and writing skills;
- Prior experience in a customer service role is an asset;
- Data analysis and reporting experience is an asset;
- Ability to effectively manage multiple tasks and priorities and work under pressure to meet time sensitive and mission critical deadlines;
- Good understanding and experience with testing best practices/concepts;
- Demonstrates interest in modern web-development practices and technologies;
- Experience with HTML, CSS and JavaScript;
- Experience with responsive web development, Selenium and PowerShell is an asset.

Citizenship Requirement N/A

APPLICATION INFORMATION

Application Procedure	Through UBC Science Co-op
Cover Letter Required?	Optional
Address Cover Letter to	Jonathan Wong