



Application Support Specialist – Vancouver

This year, Odlum Brown celebrates its 98th anniversary as an independent, employee-owned, full-service investment firm. We are honoured to be recognized as one of Canada's Best Managed Companies for 22 consecutive years and as one of Canada's Most Admired™ Corporate Cultures.

CULTURE AND VALUES

We are very proud of the vibrant culture that we have built and sustained for many years. It's the way we do things, how we make decisions and what defines which behaviours work and don't work – it's what makes up our DNA.

Our values are the cornerstone of our culture, a set of principles that provide a compass for our actions and unify us as a team.

PEOPLE

We have skiers, mountain bikers, hockey players, runners, volleyball players, movie buffs, bookworms, animal lovers, musicians, yogis, world travelers and every other variety of person you can imagine. You will work with really interesting people and make great friends, too.

COMMUNITY

We are serious about supporting the communities where we live and work. We are committed in heart and mind to everything we do in the community, and we work hard to inspire passion and fun while doing it.

PROFESSIONAL DEVELOPMENT

Continuous learning matters. We are committed to providing career-long support for learning and growth.

THE OPPORTUNITY

We have an opportunity for an Application Support Specialist to join our award-winning firm in the Vancouver office.

This role will be responsible for the support of a growing number of integral systems. The main accountabilities will include: resolving issues, investigating problem tickets, creating and implementing change requests and deploying new and existing applications to our environments.

RESPONSIBILITIES

- Provide business applications support and troubleshoot incidents
- Deliver subject matter expert (SME) advice for multiple business applications
- Implement change requests and attend weekly change management meetings
- Work with internal and third party support teams to solve issues within applications



- Communicate professionally with all teams regarding necessary changes or incidents within our applications
- Install, deploy, configure, maintain and improve new and existing applications

KNOWLEDGE AND EXPERIENCE

- 1-3 years IT business systems analysis experience or within a related discipline
- Strong client services skills, with a keen eye for detail and the ability to work efficiently and accurately
- Excellent verbal and written communication skills
- Ability to problem solve and exercise sound judgment to resolve challenging scenarios
- Strong organizational skills, with the ability to prioritize important and time-sensitive tasks
- Experience in the financial services industry is an asset
- Experience with Broadridge Dataphile platform or similar bookkeeping system
- Proficiency in a data environment using data management tools

Our team is growing and we've got room for one more if you're interested. If this sounds like the environment you'd like to work in and you have the credentials and experience for this job, we invite you to submit a cover letter and resume to hr@odlumbrown.com by **July 23, 2021**.

Candidates must be legally eligible to work in Canada. Full disclosure of any restrictions must be disclosed at the time of expressing interest and supporting evidence provided prior to any potential offer of employment.

We appreciate your interest and thank you for taking the time to consider this opportunity. We will be in touch with individuals whose profiles most closely match what's needed to be successful in this role.