



## **Yellowknife Direct Charge Cooperative Ltd.**

**Competition:** Systems Support Analyst

**Department:** Administration/Accounting

**Closing Date:** August 31, 2010

### **Job Description:**

Reporting to the Accounting Manager, the Systems Support Analyst will be primarily responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary.

Key accountabilities include identification, selection and deployment of appropriate technology resources in support of corporate goals and objectives. The Accounting Systems Technician is also responsible for recording problems/solutions within the Department tracking system.

### **Qualifications:**

- Two year technical school diploma with a computer science major;
- Two years of progressive experience in installing, maintaining and supporting IT products. Preference will be shown to candidates with demonstrated experience with Windows Server, AccPac Accounting, Microsoft Access and MS Office business suite;
- CompTIA A+/Network+ or MCP (Microsoft Certified Professional) certification preferred or an equivalent amount of experience and training in a diverse IT environment;
- Ability to diagnose problems, perform repairs on IT assets, and provide end-user support for a wide range of applications;
- Able to quickly analyze issues and determine best course of action using available resources;
- Sound judgement to escalate issues to senior members within the accounting organization;
- Excellent written, oral, and telephone communication skills;
- Able to communicate in user-friendly language and prepare simple training procedural documents for new users;

- Knowledge and experience with computer workstation setup. Preference will be given to those with demonstrated experience in a Retail Point-of sale environment;
- Exceptional multi-tasking abilities and prioritization skills;
- Strong customer service mindset;
- Team player able to work under pressure.

Interested applicants should forward their cover letter and resume to: Human Resources Manager; [jobs@ykcoop.com](mailto:jobs@ykcoop.com).

We thank all applicants for their interest but only those selected for an interview will be contacted.