



POSITION: APPLICATION HELPDESK ANALYST
LOCATION: RICHMOND, BC

Summary:

Corix helps communities build and manage infrastructure for water, wastewater and sustainable energy. Our services range from providing products for water and wastewater distribution systems to turnkey multi-utility systems management.

Corix has an immediate opening for an Application Helpdesk Analyst in our Richmond office who will provide users guidance, first level support by assisting in problem resolution and acts as the key contact for on-site and remote users for application problems and inquiries. The successful candidate will meet the following:

SKILLS/KNOWLEDGE:

- Demonstrated ability to provide excellent customer service to a wide range of users
- Ability to troubleshoot, improvise, and problem solve unknown issue and unfamiliar situations
- Basic understanding of Corix business processes
- Intermediate to Expert knowledge of MBLink, Dynamics NAV, FieldPro and/or Northstar software
- Desire and aptitude to learn more and take on responsibilities
- Working knowledge of Windows XP, Citrix and Microsoft Office applications
- Minimum of two (2) years experience using various PC hardware and software.
- Demonstrated ability in the use of Windows operating system(s) and Microsoft Word, Excel, Access, PowerPoint, Outlook, and Internet Explorer.
- Minimum of two (2) years experience in a customer service-related field
- Knowledge of, and ability to operate, all enterprise hardware and software in use within the enterprise.
- Professional and effective communication skills.
- Excellent customer service and problem resolution skills
- Valid driver's license.
- Occasional travel is required
- Shift work is required including early morning shifts
- Experience in a Help Desk call center

RESPONSIBILITIES:

- Provides day to day support coverage to end users ranging from but not limited to MBLink, Dynamics NAV, FieldPro and/or Northstar application
- Professional and effective communication skills.
- Ability to work independently and under direct Supervision
- Responds to users' requests for information and assists in problem resolution by dispatching appropriate Information Technology's support personnel in accordance with established help desk policies and standards.
- Maintains contact with users on operational and production problems.

- Assists in coordinating the resolution of applications/software systems problems impacting production.
- Provide as needed training to supplement users understanding of the application

If you possess these skills and are interested in applying, please submit your resume in confidence quoting competition # 7B-485 to:

Corix | Fax: (604) 697.6739 | Email: careers@corix.com | Website: www.corix.com