



## Employment Opportunity

# Entry Level Support Analyst

Reference No. MIS-SD-AM-3002

**PURPOSE:** Mustimuhw Information Solutions Inc. (MIS) invites resume applications for Entry Level Support Analyst positions. With functional reporting to the Service Desk Lead, a Support Analyst is part of the ServiceDesk team of analysts providing support to customers of MIS software solutions across the country. As a primary point of contact with customers, the Support Analyst is a key role for MIS in terms of our ability to maintain customer intimacy and remain responsive to customer needs. The role involves problem identification, basic trouble shooting, and triage to the appropriate level of technician required. This is a great entry level role with MIS and an opportunity to grow your skillset in the information management services sector. This role is a full time, 35 hours per week position, but a part time 20 hours per week work model could also be considered. This position is targeted to eastern time zone customers so will entail early work schedule in pacific time zone.

### RESPONSIBILITIES:

#### *Provide Troubleshooting and Support*

- Support analysts are first point of contact when a customer problem with MIS software is raised
- Collect and gather the necessary information to understand the type of problem
- Carefully analyze the problem and document the issue in a help-desk ticketing system
- When appropriate provide direct support to resolve the problem
- When appropriate determine the type of technical resource required to resolve the problem and assign the problem-ticket to the appropriate technician or team to work on the problem
- Ensure strong communication is maintained with the customer from the moment they first raise a problem until their problem has been resolved
- Monitor the helpdesk ticketing system to ensure progress is being advanced and documented according to set priorities and service commitments
- Assist with identification of recurring issues and support development of instruction guides for customers
- Maintain a strong working relationship with the technical team and other departments to stay informed of product and process changes that impact the support cycle

### PREREQUISITES:

- Grade 12 diploma or equivalent
- Private and quiet home office set up with High-speed internet access
- Proven ability to uphold confidentiality as it relates to the role and department
- A valid BC Driver License, Class 5 preferred unless otherwise stated
- A current Criminal Record Check (CRC) may also be required

### QUALIFICATIONS:

- Clear English communication skills, and comfortable with over-the-phone communications
- Demonstrated ability to work independently as well as part of a team
- Strong analytical, problem solving, multi-tasking and organizational skills
- Excellent customer relationship and service support skills
- Computer proficiency with using common business software and operating systems
- College diploma or equivalent work experience

**EXPECTED HOURS OF WORK:** 6:30am PST – 2:00pm PST, Mon – Fri, remotely from home office

**HOW TO APPLY:** Interested applicants are invited to submit a current resume and cover letter with up to three references to [resumes@mustimuhw.solutions](mailto:resumes@mustimuhw.solutions). This posting will stay open until filled. Interviews will be scheduled on a weekly or as needed basis for eligible applicants. Please include the Reference # in the subject line of your email.

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Mustimuhw Information Solutions Inc. (MIS)

Email: [resumes@mustimuhw.solutions](mailto:resumes@mustimuhw.solutions)

Website: <https://www.mustimuhw.com>

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Indigenous ancestry. We thank all applicants in advance, but only shortlisted candidates will be contacted.