JOB DESCRIPTION

Position Title: Application Support- Edmonton, AB   Department: IT

Reports to: IT Supervisor

☒ Salary   ☐ Hourly   ☒ Full-time   ☐ Part-time

Position Summary:

Would being an Application Support for a Company that prides itself on excellence be of interest to you?
Are you looking for a great career opportunity?
Do you have the skills to take on a exciting role in a well-established company?

DSL Ltd. is one of Canada's largest distributors and service providers of specialized food service equipment since 1916. We pride ourselves for caring for our customers with the utmost diligence, creating long lasting relationships that continue to grow. Due to this growth, we are looking to fill the newly available position of IT Administrator in Edmonton, Alberta.

Reporting to the IT Supervisor, as the Application Support you will be responsible for coordinating the technical functions required to support the information and communication needs of DSL Ltd. The incumbent will contribute to the efficient allocation of computer hardware resources, administer and maintain various software systems, and ensure sustainability of information and communication resources.
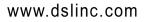
Essential Job Functions but not limited to:
- Coordinating Managed Service Provider (MSP) projects and deployments
- Assist in the implementation of the IT plan and train the individuals that will need to use it
- Work with the business/team to develop a self-service reporting BI
- Employee Asset allocation & change management
- Coordinating new employee systems and asset setup with MSP
- Coordinating employee exit procedures with MSP
- Create and maintain training and troubleshooting materials
- Act as a link between end-users and higher-level support
- Understands and work to prioritize and implement requested changes to the system
- Provide user training and orientation on hardware, software and cloud-based services
- Assist the IT Team with various departmental tasks and projects as required

Additional Responsibilities:
- Superior multitasking skills and capacity to work in a fast paced, dynamic and changing environment
- Ability to present ideas and concepts in a user-friendly format
- Assist in the maintenance and changes to our main ERP systems, while maintaining current and detailed documentation of all change requests and related decisions related to assigned application for due diligence purposes
- Emergency operations as needed

Essential Requirements:
Education:
- Minimum High School Diploma
- Post-Secondary Education
  - Preferably in Computer Systems Technology or an equivalent combination of education and experience

Experience:
- 1+ years of experience in a similar role
- A strong business acumen
- Proficiency in Microsoft 365, Sharepoint, Power BI
- Microsoft SQL and Reporting Services (SSRS) skills are a plus

Required Skills:
- Great attention to detail and a strong analytical mind
- Excellent communication and organizational skills
- Experience in developing and/or maintaining business applications is a significant asset
- Self-motivated and directed with a keen attention to detail
- Strong interpersonal and communication skills working with technical and non-technical personnel at various levels in the organization
- A passion for learning, growing and continually taking on new responsibilities
- Strong analysis, troubleshooting and problem-solving skills

Travel Requirements:
N/A

This job description is intended as a guide to the requirements of the position and is not intended to be definitive. The job description will be subject to review, together with the incumbent and according to the needs of the organization.

We offer competitive compensation, meaningful and challenging work, and an engaging and collaborative environment. For more information on our company, please visit our About DSL page. To apply, please submit your resume and cover letter to hr@dslinc.com.
We thank all applicants for their interest; however, only those selected for an interview will be contacted.