



**JOB TITLE:** Application Support Analyst  
**DEPARTMENT:** Information Technology, Worldsource Wealth Management Inc. (“WWM”)  
**REPORTS TO:** Director, Business Systems and Development  
**LOCATION:** Markham, ON

**JOB STATEMENT:**

Reporting to the Director, Business Systems and Development and working in a fast-paced environment, the Application Support Analyst will be responsible for working with all departments and business lines by providing application support, coordinating and managing requests and/or issues incoming from business departments through the ticketing system, and referring appropriate items to the vendor. This highly motivated and energetic candidate must work with I.T. technical resources as well as the business units to ensure all application issues and changes are handled professionally.

**ESSENTIAL FUNCTIONS:**

- Managing support ticket requests and/or issues and directing to the appropriate in-house technical person for action or, for vendor items, sending the request to their ticketing system;
- Ensuring support tickets are current and updated for business replies, managing outstanding items and highlighting problem areas to the Director;
- Managing Broadridge DRF deployments into pre-production environment and coordinating testing by the business;
- Managing and advising key staff of DRF deployments into the production environment;
- Participating in the scheduling and prioritization process for software releases;
- Applying analytical skills to resolve problems and deliver viable solutions;
- Assessing issues reported by clients and working to drive them to closure;
- Providing product expertise to help answer questions related to product functionality;
- Maintaining and editing in-house forms as required; and
- Participating actively in the continuous improvement of support processes.

**QUALIFICATIONS:**

- College or University education in information systems, computer science or equivalent
- Demonstrated progressive information systems/technology work experience on Microsoft platforms
- Minimum of 2 years’ experience in software/application support and test planning
- Strong communication skills with the ability to work collaboratively, professionally and effectively in a team-oriented environment
- Knowledge of SQL, SSRS, InDesign, CRM Dynamics, Python and MFDA/IIROC Industry knowledge
- Demonstrated experience in adding operational efficiencies at the process and systems level
- Service-minded and client-oriented
- Experience with some combination of the following: business process analysis and documentation, software requirements gathering, and Software QA

**COMPENSATION:**

Commensurate with experience

*If you are interested in applying for this position, please forward a cover letter and resume in confidence to [hr@worldsourcewealth.com](mailto:hr@worldsourcewealth.com).  
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We thank all applicants for their interest but only those selected for an interview will be contacted.*