System Configuration Analyst

IT · Winnipeg, Manitoba (Hybrid)

ID Fusion is looking to hire a System Configuration Analyst to join our team. Do you want to work for a company that focuses on values for both its clients and employees? A company that believes healthy, productive, and engaged employees drive organizational performance and success? Do you have a passion for helping people? If this sounds like you, we'd love to meet with you!

As a System Configuration Analyst, you will be responsible for configuring business solutions using a no-code-low-code software platform, testing such solution elements (screens, workflows, dashboards, admin functions, workspaces, etc.) troubleshooting issues, and contributing to the continuous improvement of the solution and its documentation throughout the projects. You will ensure that software products and services are properly configured before they are delivered to customers. You will collaborate closely with business analysts, engineers and other technical staff to meet relevant standards and regulations in alignment with the project methodology.

A typical day might include some of the following:

- Configure and maintain documentation for new systems or changes to existing systems. This includes capturing configuration details, settings, and specifications.
- Diagnose and resolve software issues in a timely and efficient manner.
- Escalate complex issues to development teams and track their resolution.
- Create and maintain knowledge base articles and other user documentation.
- Analyze user feedback and suggest improvements to the platform and its documentation.
- Stay up-to-date on the latest software releases and industry trends.
- Work collaboratively with internal teams such as development, product, and customer success.

Skills & Experience:

- Excellent problem-solving and analytical skills.
- Strong communication and interpersonal skills, both written and verbal.
- Ability to work independently and as part of a team.
- A bachelor's degree or technical certification in computer science, information technology, software engineering, or a related field.
- Ability to adapt to new technologies quickly and a strong technical aptitude.
- Ability to collaborate and engage with multiple stakeholders at varying technical levels.
- Understanding of software implementation methodologies and best practices.
- Understanding of fundamental database concepts (entity relationships, tables and columns, identifiers, etc.)
- Experience with SQL and related tools like Microsoft SQL Management Studio would be considered an asset.
- Familiarity with version control concepts would be considered an asset.
- Experience with Jira or Azure DevOps would be considered an asset.

ID Fusion is proud to be a Manitoba Indigenous owned and operated company. Employment Equity is a factor in selection. Applicants are requested to indicate in their covering letter or resumé if they are from any of the following groups: Women, Indigenous Peoples, Visible Minorities and Persons with a Disability.