

Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Wellness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Work from home stipend
- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Wellness account for gym memberships, exercise/sports equipment, mental health apps, and more

Location:

Downtown Toronto

Reports to:

Department:

Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.

The Opportunity

Fundserv is embarking on a multi-year, multi-million dollar technology transformation program that focuses on currency, resiliency, security and agility. This ambitious transformation will completely redesign every façade of Fundserv's platform. We follow the Agile methodology principles, the collaborative practices of DevSecOps and will be leveraging the latest technologies and tools, such as a hyper-converged infrastructure, software-defined network, cloud, containers and APIs, enabling Fundserv to serve the industry better, and adapt to this ever-changing technology and investment landscape.

The Application Support Specialist provides Application Support expertise to effectively support and maintain Fundserv's production environment. The Application Support Specialist also provides 2nd level operations support for application related issues. In this role, you will:

- Provide support on all core system software including web servers, application servers and middleware components
- Administer the application jobs through the job scheduler
- Provide support to the infrastructure team during issue resolution
- Ensure compliance with all operations policies and procedures (security and audit)
- Create/Review/Update procedural and support documentation
- Support projects as required by attending meetings and executing tasks
- Provide project technical support during implementation
- Ensure high quality service delivery
- Utilize a good working knowledge of Fundserv's proprietary systems and processes to monitor, analyze, and interpret system notices to ensure all processes are working properly and that client files and responses are being delivered and received as per clients' specifications.
- Troubleshoot issues and implement requests by analyzing, coordinating, planning and organizing using experience in computer software programs & systems (e.g. XML, UNIX, CRT, GUI tools) in order to provide resolutions that affectively address and resolve the issue, business or process requirements,
- Utilize discretion and judgment in troubleshooting, implementations, resolutions and escalation. Regularly recommend and provide solutions to for both internal and external requests and assist with implementation.
- Ensure that issues that have been assigned to the team for resolution are addressed in a timely manner by following-up with the team/individual that assigned the case and escalating where required in order to ensure that tickets/issues do not negatively affect or hinder day to day operations.
- Conduct further or initial troubleshooting in order to provide a resolution and if required escalate any issues that are not addressable by Applications to the appropriate department/individual and Management if required.
- Provide updates to the department and knowledge transfer on projects
- Provide support for BCP strategies for Fundserv applications and update BCP procedures and documentation
- Provide 24/7 support on a rotational basis

Why YOU are the person we're looking for

Post-Secondary Education or a combination of industry training and experience

- Knowledge and experience with Unix/Linux
- 3+ years' experience working in a production support role
- Knowledge sftp, IBM WebSphere and MQ
- Understanding of the Fundserv core financial application a definitive plus.
- Understanding of the Fundserv role within the industry
- Understanding of the Fundserv Standards and business model
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Understanding of ITIL
- Detail and process oriented with strong analytical and troubleshooting skills
- Strong work ethic, teamwork, and communication skills

If this sounds like you, apply today at hr@fundserv.com.