

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
- Fitness 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:

- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Subscription reimbursement for fitness, nutritional, and mental health apps

Location:

Downtown Toronto (temporarily remote)

Reports to:

Manager, Technical Support

Department:

Technical Support

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

Our Technical Support team provides frontline incident, service request, and inquiry support to our members and partners in the Canadian investment fund industry. The team's mission is to provide an exceptional customer service experience for every interaction with our members and partners. The Technical Support Analyst manages incidents, service requests and inquiries related to Fundserv products and services from intake to resolution. The Technical Support Analyst contributes to Fundserv's success by delivering exceptional service, professionalism, and positive outcomes to our members. In this role, you will:

- Respond to member generated tickets, e-mails, and queued phone calls in a timely and efficient manner
- Drive the diagnosis and resolution of member or partner reported issues by applying technical expertise, product and service knowledge, and problem solving skills
- Initiate case escalations and collaborate with Tier 2 support teams as part of the resolution process
- Monitor Tier 2 escalations to ensure resolutions are addressed in a timely manner
- Maintain regular communication with member or partner, keeping them informed incident, request or inquiry progress
- Ensure incident, request and inquiry information is accurately captured in the case management system
- Follow departmental standard operating procedures regarding individual and team responsibilities
- Create and maintain knowledgebase documentation on common issues, solutions and How-To's
- Participate in after-hours support (on call) on rotational basis
- Perform member end-user entitlement and setup functions in support of member onboarding, mergers and offboarding requests and projects
- Participate in recommending and implementing improvements to Tech Support processes, procedures and tools

Why YOU are the person we're looking for

- Post-secondary education in a relevant discipline preferred
- Experience working in a customer service/technical support function (investment fund industry is an asset)
- Completion of IFIC and/or CSC courses (certifications are an asset)
- Knowledge of ITIL/ITSM concepts and practices (certification is an asset)
- Experience in using computer software programs & systems a strong asset (e.g. XML, UNIX)
- Experience working with case management tools (ServiceNow CSM is an asset)

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