

Technical Consultant, Managed Services

ABOUT BURSTING SILVER

Bursting Silver is a professional services company focused on delivering technical solutions to Canadian and US associations, regulatory bodies and not-for-profits. Bursting Silver has staff across Canada and the United States.

We pride ourselves on having fun while we work, and we are looking for team members who have a passion for technology, are driven by providing exceptional service to clients, and love to find creative solutions to solve tough problems. Our consulting work includes mobile applications, web-based applications, business analysis, project management, data migrations, system integrations, system upgrades and application support.



JOB DESCRIPTION

We are looking for a candidate who is self-motivated and disciplined to work remotely from their home office. The candidate will report to the Managed Services Lead and will be responsible for technical support/troubleshooting, system monitoring, task automation, maintenance, design, implementation and testing of technology solutions to solve business problems for our clients. This will include gathering and documenting requirements and designing solutions using the iMIS product suite.

Projects may include business process automation, RiSE content management, website configuration, data migration, database queries or report writing.

CORE BEHAVIOURS

- Strong initiative
- Customer service focus
- Effective at working in a team or as an individual
- Excellent oral and written communication skills
- Solid problem-solving and troubleshooting capabilities
- Good organization skills and ability to handle multiple projects
- Dedicated and responsible

CORE RESPONSIBILITIES

- Providing ongoing technical support via our ticketing system
- Implement creative work arounds to iMIS CRM challenges that satisfy needs of clients
- Implement solutions & enhancements using best practices
- Training users and helping with supporting other technologies like LMS, Event registration, and Bursting Silver platforms that are directly integrated with the iMIS CRM
- Additional responsibilities may include working on client projects with our Project Managers and Enterprise team

WHAT WE OFFER

- Competitive Pay & Benefits
- Flexible work hours
- Company social events, games nights, etc. (pending pandemic restrictions)
- Flexible work locations
- Opportunities for growth within the company

POSITION KNOWLEDGE, SKILLS, AND ABILITIES

- Association Industry knowledge preferred
- Knowledge of Consulting best practices
- Knowledge of iMIS CRM or other AMS experience
- Knowledge of website development principles and practices
- Sound understanding of business and business processes for associations around membership, events, and education
- A self-starter working closely with the rest of the Managed Services team, as well as with other teams as needed
- Outstanding customer service skills and a dedication to the customer service experience

- Ability to communicate to clients in non-technical language to drive adoption and improvement in the client experience.
- Experience providing end-user support
- Experience in solving business requirements
- Report writing experience
- Microsoft SQL Query experience
- Experience with creating stored procedures and performance troubleshooting
- Experience with data migration/conversion processes and best practices
- Experience with HTML/CSS preferred
- Being open to learning and supporting other technologies