

Job Posting

Position Title:	Technical Analyst	Start date:	December, 2011
Position Type:	Permanent, Full Time	Location:	Mississauga, ON
Reporting To:	Manager, Application & Architectural Development	Department:	Information Services

Investment Planning Counsel Inc. is an integrated wealth management company focused on providing Canadians with the best in financial products, services and advice to help them achieve their financial dreams. IPC has developed a strategy that marries the needs of the planners with that of the Company. IPC's intent is to be the premier choice among financial planners who are dedicated to serving the needs of their clients. For more information about IPC, please visit: www.ipcc.ca.

* * * * *

Department Summary:

The IT Services department provides computing and information technology services and support to Investment Planning Counsel Inc. (IPC) Staff and Advisors. Information is vitally important to the way IPC operates, both for the services it provides to the Advisor community and for its own efficiency. The department has two key functions; one involves taking a strategic lead on e-Services, both internally developed and 3rd party supplied, the second being the support of the various services to both the Advisor community and internal users.

Job Objectives and Summary:

The primary function of this position is to provide exceptional support services to all business units within IPC. It involves gathering existing and new business processes to diagnose user issues, to deliver the most appropriate system or business solutions within a fast paced and pro-active environment.

Job Responsibilities:

- Provide technical support (i.e. hardware, software, interfaces, and operation, economical) during the design, requirements and analysis phase of a project.
- Deliver a solid set of requirement artifacts, to understand the project standards.
- Ensure final deliverable of any development or infrastructure project meets all of the intended needs of the business while conforming to IT Services and Shared Infrastructure standards.
- Develop and implement solid functional test plans and test cases / scenarios to accurately test all technical aspects of the system, and to maintain detailed and accurate documentation per all project standards.
- Provide technical analysis support for user inquiries, user/business unit application functionality and issues.
- Work closely with IT E-Services (developers) and IT Support (help desk) to research and identify root cause of reported difficulties.
- Work closely with Corporate Technology, Infrastructure Specialists and System Architects to document technical design elements of Application and Infrastructure projects.
- Co-ordinate and facilitate IT and business stakeholders to develop appropriate solutions for user issues.

Skills and Knowledge Requirements:

Education: Undergraduate degree in computer sciences preferred or equivalent experience.

Work Experience: 3- 5 years of technical analysis experience required; experience with software development projects; thorough working knowledge of the financial services industry processes, methodologies and their direct implementation to projects

Computer knowledge: Must be extremely proficient with Microsoft Office Suite of products, mainly Word, Excel and Visio.

Project Management: Must have good general knowledge of project management methodology. . Strong business and systems analysis skills required including data gathering, facilitation techniques (i.e. meetings and JAD sessions), requirements management, use case and modeling tools, test planning and testing skills; troubleshooting skills and experience with numerous environments and architectures.

Analytical and problem solving skills: Must be able to manage and monitor multiple tasks across multiple matrix projects and time lines. Ability to understand issues and provide solutions in a timely manner a must.

Strong decision making and problem solving skills: Must be able to make decisions to initiate actions and work independently to achieve project objectives during design, debugging and testing phases.

Communication skills: Must have good technical writing ability; be comfortable speaking with groups and leading discussions; must be capable of obtaining and gathering information by asking probing definitive questions.

Team Player: Comfortable working both in a team environment & on individually assigned tasks. Excellent interpersonal and people skills. Able to effectively work with people at all levels.

Work Ethnics: Must be detail-oriented and quality-driven and work well under pressure.

Working Conditions:

- Standard, corporate, office environment.
- Corporate business hours based on 37.5 hour work week from Monday to Friday; ability to work excess hours (including evenings/weekends) as maybe required.
- Lifting file boxes up to 25 pounds in weight.
- Extensive use of computer and telephone.

Please forward your résumé and letter of interest to: Human Resources, Investment Planning Counsel Inc. via e-mail at careers@ipcc.ca.

When applying for this competition, please **specify in the subject line the title of the position** you are applying for.

Additionally, please answer the following questions in the body of your email:

- 1. Number of years of relevant work experience**
- 2. Number of years of work experience in the financial services industry**
- 3. Salary expectations**

We thank all applicants for their interest; however, only those selected for an interview will be contacted.
