



Flexiti Financial

Flexiti has reimagined point-of-sale (POS) consumer financing to drive sales for retailers in-store and online, becoming one of Canada's leading private label credit card issuers. Through our award-winning platform, we deliver a POS financing experience across any device that is customer-centric, simple and intuitive. Without the need to integrate into existing POS systems, retail partners can easily offer the same fast and paperless financing solution across all retail locations and sales channels to increase revenue and build loyalty through repeat purchases. Flexiti's joint venture with [Globalive Technology](#) demonstrates its commitment to innovation in the payments space through the development of solutions leveraging artificial intelligence and blockchain technology. With high approval rates, innovative products and services, flexible promotional offers and a partnership-first approach, Flexiti is helping people improve their lives through better financing. For more information, visit www.flexiti.com.

IT Analyst

Flexiti Financial is looking for a IT Analyst to join our IT team. We are looking for a well-spoken, personable individual with a strong technical support background. Supporting the IT Manager, the IT Analyst role will primarily focus on supporting our executive leadership team with Level 1 and Level 2 requests. You must be a critical thinker and problem-solver with great attention to detail and a hands on approach.

Responsibilities

- Act as Level 1 and Level 2 Support for client inquiries.
- On-call support every other weekend, outside of core business hours.
- Act as first point of contact for executive enquiries (VIP Support).
- Provide technical assistance and support for incoming queries and issues related to end user technologies. These queries come in either by email, in person, or over the phone.
- Resolve client inquiries in a timely manner and minimize client impact by resolving issues on first contact as much as possible.
- Participate in IT processes such as identity/access management and employee onboarding.
- Maintain a knowledge base by documenting and resolving issues under IT services level agreement(s).
- Write technical documentation to help define process within department.
- Assist with the install and configuration of software and hardware (printers, network cards, etc.).
- Route user inquiries to corresponding teams.
- Update the knowledge base.

Qualifications

- 1+ years experience as a Level 1 or Level 2 support for clients or employee's
- Experience in network management and help desk support is appreciated
- Solid knowledge of IT systems and applications
- Understanding of TCP/IP protocols and LAN/WAN configuration



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- Ability to troubleshoot and repair issues (both over the phone and in-person)
- Strong communication and interpersonal skills
- Great attention to detail; not afraid to get their hands dirty
- Excellent organizational and coordination abilities
- BSc/BA in information technology or computer science is preferred or College equivalent
- Certification (CompTIA Network+, CompTIA Security+ etc.) is a plus

What We Offer

Below are just a few reasons why people love working here:

- An opportunity to be a part of an award winning and fast growing company
- An innovative culture that promotes autonomy and flexibility
- A dynamic team and working environment that provides ongoing support
- Frequent company wide social events and a fully stocked kitchen
- Competitive compensation package commensurate to experience