

# ANALYST, SYSTEMS TECHNICAL SUPPORT (NOC 22221)

**Posted By:** NORTHLAND PROPERTIES CORPORATION-001 O/A NPC/SANDMAN HOTEL GROUP/SUTTON PLACE HOTEL

**Location:** Vancouver

**Salary:** \$77,000 Per Year

**JOB ID :** RJ4851086

**Posting Date :** 19-Dec-2025

**Expiry date :** 17-Jun-2026

**Education :** College/CEGEP

**Language :** ENGLISH

**Vacancies :** 1

**Years of Experience :** Fresher (less than 1 year)

**Job Type :** Full Time

## Job Description

TITLE: ANALYST, SYSTEMS TECHNICAL SUPPORT (NOC 22221)

EMPLOYER: NORTHLAND PROPERTIES CORPORATION-001 O/A NPC/SANDMAN HOTEL GROUP/SUTTON PLACE HOTEL

### Job details

Vancouver, BC  
V6J 4S5

On site

77,000 annually / 40 hours per week

Permanent employment  
Full time

Day

Starts as soon as possible

1 vacancy

## Overview

### Languages

English

### Education

College/CEGEP

### Experience

Experience an asset

### On site

Work must be completed at the physical location. There is no option to work remotely.

## Responsibilities

### Tasks

Give access to computer networks

Report on the performance of computer systems and networks

Respond to users experiencing difficulties with computer

Consult user guides, technical manuals and other documents to research and implement solutions

Provide advice and training to users in response to identified difficulties

Collect, organize and maintain a problems and solutions log for use by other technical support analysts

Participate in the redesign of applications and other software

Provide business systems, network and Internet support to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or software

Provide customer service

Manage incidents

Communicate with users experiencing difficulties with automation solutions to determine, document, and understand the issue

Reproduce, diagnose, and resolve technical issues related to Microsoft Dynamics 365 F&O, Power Platform applications, and finance automation solutions.

Refer to internal and external system documentation, manuals, and other technical resources to investigate issues

Deliver user onboarding, support, and training for automation solutions.

Collect, organize, and maintain a comprehensive log of problems, resolutions, and troubleshooting steps for reference by analysts.

Track recurring issues to help identify opportunities for better documentation, process improvement or system enhancement

Support the design, building, documentation, deployment of finance-related apps and automated workflows using Microsoft Power Platform (such as Power Automate, Power Apps, and Power BI) and Microsoft Dataverse (such as Power Apps, Power Automate, and Power BI) to reduce manual work. This includes gathering requirements, designing solutions, testing, and implementation. Examples of automation types may include:

- procure-to-pay
- record-to-report
- order-to-cash
- bank reconciliations

Conduct testing, validation, and refinement of automation solutions to ensure reliability, scalability, and performance

- Provide ongoing support and maintenance for Power Platform applications and workflows.
- Troubleshoot and resolve issues related to Power Platform components.
- Stay updated on the latest Power Platform features and best practices.

Assist in change management activities such as user training, ongoing support, documentation, and issue resolution for automation.

## Experience and specialization

### Computer and technology knowledge

Internet

Desktop applications

Website creation and management software

Database software

MS Office

Oracle

SharePoint

Spreadsheet

XML

## Additional information

### Personal suitability

Accurate  
Client focus  
Efficient interpersonal skills  
Excellent oral communication  
Excellent written communication  
Initiative  
Judgement  
Organized  
Team player  
Ability to multitask  
Time management  
Honesty

### Benefits

- On cost sharing basis (Group Life Insurance, Extended Health, Dental and Vision Care).
- Discounted stays at all Sandman Hotels for employees, their friends and family.
- 25% discount at selected restaurants for up to 6 people.
- Retirement Saving Plan (RRSP) after six months of employment.
- $\frac{1}{2}$  price passes/lift tickets at Grouse Mountain and Revelstoke Mountain Resort for up to 4 people.
- Kii Health free mental health support & counselling.
- Flexible schedule, with possibility of hybrid work.
- 5 days of paid sick leave per year as per BC employment standards
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### Employment groups



This employer promotes equal employment opportunities for all job applicants, including those self-identifying

### Support for newcomers and refugees

- Provides diversity and cross-cultural trainings to create a welcoming work environment for newcomers and refugees

### Support for youths

- Provides awareness training to employees to create a welcoming work environment for youth

### Support for Indigenous people

- Provides cultural competency training and/or awareness training to all employees to create a welcoming work environment for Indigenous people

## Who can apply for this job?

### The employer accepts applications from:

- Canadian citizens and permanent or temporary residents of Canada
- other candidates, with or without a valid Canadian work permit

## How to apply

### By email

[amoscoso@northland.ca](mailto:amoscoso@northland.ca)

### If applying by email:

#### What you must include in your application:

- Cover letter
- Answers to the following screening questions:
  - Are you authorized to work in Canada?
  - Do you have experience working in this field?
  - Do you live near the job location?

#### **What might be required by the employer later in the hiring process:**

- Highest level of education and name of institution where it was completed

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**To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [amoscoso@northland.ca](mailto:amoscoso@northland.ca)**

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