



## Application Support Analyst

Competition: #2022-23-42

Location: Any MASC Service Centre

*(There may be an opportunity for a hybrid work arrangement.)*

Manitoba Agricultural Services Corporation (MASC) has an exciting opportunity for you to be a part of a team that values building relationships, enables change, and supports the agriculture industry in Manitoba. Come join our team as we offer an engaging work environment, competitive pay, a comprehensive benefits package (including pension plan), and we encourage a healthy work-life balance.

Reporting to the IT Service Lead, the Application Support Analyst will provide operation and functionality support for custom developed and off the shelf software applications. The Application Support Analyst is capable of troubleshooting and resolving the most difficult and complicated issues and has the ability to work with cross-functional teams.

**MASC values excellence, integrity, and accountability.** We strive to enhance existing products and develop new products, transform service delivery to enrich the client experience, pursue customer driven organizational change, and maximize performance, engagement, and development of all employees.

**MASC has five core competencies: communication, decision making, initiative & innovation, leadership, and organization.** Competencies relate to every position at MASC and along with the technical requirements, are included in the qualifications for all positions at MASC.

### ESSENTIAL QUALIFICATIONS:

- Post-secondary education in Computer Science or a related discipline, or an equivalent combination of related education and/or experience, may be considered.
- Experience developing with C# or a comparable language.
- Experience developing web applications (ASP.NET MVC 5/HTML/CSS/JS).
- Experience supporting custom developed and/or off the shelf software applications.
- Experience providing customer support in a Service Desk or similar environment.
- Knowledge of implementing workarounds and solutions, supporting Problem Management.

### DESIRED QUALIFICATIONS:

- Experience with Microsoft Dynamics 365 and the Power Platform.
- Knowledge of ArcGIS and creating maps and visualizations.
- Technical or process certifications such as ITIL 4.

### CONDITIONS OF EMPLOYMENT:

- Must be legally entitled to work in Canada.
- Must possess a valid driver's licence, access to a vehicle and the ability to travel within the Province of Manitoba.

**SALARY:** \$60,824 – 78,716 per annum (under review)  
**CLOSING DATE:** **March 8, 2023**  
**COMPETITION:** #2022-23-42  
**APPLY IN WRITING TO:** MASC – Human Resources  
Unit 100 – 1525 First Street S.  
Brandon, MB R7A 7A1  
E-mail: [hr@masc.mb.ca](mailto:hr@masc.mb.ca)

*We believe diversity strengthens our ability to provide excellent customer service in a positive work environment. We encourage all to apply. Only those selected for further consideration will be contacted.*