



Microsoft 365 Analyst

RGF Integrated Wealth Management is an independent integrated financial services firm with over 60 employees, located in Vancouver. We are well along on our Digital Workplace transformation journey, and we are now at the point where we need to boost our in-house capabilities in this area. This mid-level position is an excellent opportunity for someone already active in M365 administration that is looking to take the next step into an operations/business analyst role with hands on mentorship from our internal team members and experienced consultants.

The primary focus of the role in our Microsoft 365 ecosystem includes Azure AD group management, data management, project work and change management including upgrade cycles. Ultimately, the key areas of focus will be: Dynamics CRM with ClickDimensions integration, SharePoint, Outlook, Power Automate, Teams with Cisco integration, and Active Directory. As RGF is currently implementing a cloud data warehouse using Azure SQL and Power BI, database administration in this area may also be part of the role.

RGF has a managed services IT provider and a Dynamics CRM vendor; this is not a help desk role. Training will be provided, however, a strong foundational knowledge of Microsoft 365 and Azure cloud solutions is essential, with demonstrable experience in successfully supporting Microsoft 365 products.

Key responsibilities include:

- Change management on our technology platform with a heavy focus on Microsoft systems including Outlook, Teams, SharePoint, Dynamics CRM and AD Groups
- Upgrades and their associated testing and implementation planning
- License management and invoice reconciliation
- Assuming the support of numerous workflow and Power Automate scripts
- Monitoring / managing Cloud storage (SharePoint, Dynamics, Teams, Azure SQL etc.)
- Adoption of new M365 solutions and processes including working with our training specialist for delivery and creation of training plans, materials, and documentation
- Internal user support for incidents escalated from the managed services provider helpdesk and resolve system/application issues
- Explore ways to scale Microsoft's offering, such as with the Power Platform, within the organization based on business opportunities and other technical innovations
- Working with various providers for setup, maintenance, changes, troubleshooting and issue tracking
- System upgrade management including test plan creation and execution

- Various data administration activities (data extracts, clean-up, reporting and reconciliation) across multiple systems
- Document and maintain current and new administration procedures
- Various other project, administrative, and operational tasks as required

This position offers the right candidate the opportunity for growth and expansion of job duties allowing them to increase their knowledge and gain experience in the areas of operations, administration, and technology. *While broad in scope, the role provides ample opportunity to pursue Microsoft Certifications; be they M365, Azure, Power Platform or Dynamics 365.* Successful applicants should be comfortable with providing friendly and efficient support to end users and generally making a difference.

Job Requirements

- Minimum 5 years IT experience, with 2 years of professional administrative experience
- Demonstrated ability to leverage modern Microsoft 365 productivity tools and share best practices with users
- Experience in a client service or support position
- Ability to work in a team
- Highly organized with ability to work in fast-paced environment
- Excellent command of written and spoken English
- Minimum typing speed of 50 wpm

Benefits

- Comprehensive Health and Dental Benefits
- Health Care and Taxable Wellness Spending Accounts
- Continuing Education Opportunities, Employee Assistance Program, Life insurance
- Three weeks of Vacation per year as well as paid personal days
- RRSP matching
- Monthly engagement events and activities
- 2 days p2er week WFH
- Flex days program after 1 year of employment

Salary: \$70,000.00-\$80,000.00 per year

Applications can be submitted via LinkedIn by clicking [here](#).

Please note that only those applicants selected for an interview will be contacted.

