

Software Technical Support Advisor

To lighten the text, the masculine prevails but is used without regard to gender.

Objectif Lune is seeking for an advisor to complete its software technical support team in Montreal. You appreciate puzzles, you are always looking for solutions and you are well organized? If you want to make users your constant priority and wish to work in a technologically challenging but stimulating and friendly environment where you can make a real difference, this position may be for you!

What you will be doing

- Provide all levels of technical assistance to the users of Objectif Lune's software and solutions by telephone, by email or through the on-line Forum.
- Replicate issues encountered by users for analysis.
- Identify technical problems, provide and implement potential solutions with the users, and document interventions.
- Inform users of best practices and transfer know-how on the optimal use of Objectif Lune's software.
- Manage time and priorities according to the service standards.
- Identify and participate in the development of FAQs.
- Join training sessions and develop your knowledge.
- Perform all tasks required to provide impeccable customer service.

Your technical skills

- Good knowledge of Java Script
- Good knowledge of Web technologies (e.g.: HTML, CSS, PHP, jQuery)
- Basic knowledge of programming
- Good understanding of networking and Windows OS

Your education and experience

- College degree in Computer science or equivalent relevant experience
- 1 year of experience in software technical support

Your great qualities

- We work in French but most of communications with our national and international customers are in English. Therefore, you are fluent in both languages.
- Your approach is always customer and result oriented.
- Your analytical capabilities and logic are recognized and allow you to find innovative and efficient solutions.
- You interact and communicate easily with others.
- You can ascertain and analyze needs.
- You show autonomy and initiative in troubleshooting and problem solving.
- You have a good sense of priority and urgency.
- You are great teammate.
- You can easily adapt and have a thirst for knowledge.
- You are comfortable with multitasking.
- You are able to summarize and document.

Location and work schedule

- Montréal (HoMa), QC
- Work hours of seven and a half hours per day (7.5 p/day), from Monday to Friday between 9:00 am and 6:30 pm
- Potential of short trips

Still interested?

Visit <https://objmtl.bamboohr.co.uk/jobs/view.php?id=15>