

Intermediate Software Support Analyst

Methodware is looking for a highly motivated and energetic individual to join our support team based in downtown Toronto. The Intermediate Software Support Analyst will play an integral role in the success of our support team. The candidate needs to be bilingual in Spanish and English.

KEY STRATEGIC RESPONSIBILITIES

- Provide application support to clients in North, Central and South America.
- Manage resolution of technical issues for clients in North, Central and South America.
- Prioritize numerous issues of varying severity, and effectively manage the resolution of all issues within accepted service levels.
- Troubleshoot complex applications.
- Software development and testing.
- Implementation of complex enterprise applications.
- Customer interaction and training.
- Produce technical documentation, including procedural documentation.
- Collaborate with peers to resolve client issues while actively contributing to a growing knowledge base that improves the effectiveness of our team and the information available to our clients.

ACCOUNTABILITIES

Fulfill key strategic responsibilities.

BACKGROUND

- Bachelors Degree – preferred or equivalent work experience/certification.
- At least 3 or more years + experience in a client facing call center or support environment or equivalent consulting experience.
- 3-4 years experience in a related field, or equivalent combination of training and/or experience.
- Demonstrated ability to research and resolve problems using a variety of resources and tools.
- Ability to work under pressure and to work independently or in a group with minimal direction.
- Programming and/or database administration (SQL and/or Oracle) experience.
- Experience with any of: Windows servers, relational databases, web servers, Citrix, networking is an asset.
- Working knowledge of risk management and internal audit processes is an asset.
- Excellent written and verbal communication skills; excellent organizational skills.
- Exceptional problem-solving, time management and interpersonal skills.
- Experience in a self-directed work environment.
- Dedicated to customer satisfaction.
- A desire to travel is preferred as the successful candidate may have the opportunity to travel throughout North and South America.

This is an excellent opportunity for an ambitious person wanting to be part of a successful team.