

Job Title

Intermediate Customer Support Specialist

Job Summary

Telepin Software develops mobile payment solutions. Telepin is currently looking for a Customer Support Specialists to join our Customer Service - Operations team located in Kanata, ON.

Working among a team of technical professionals, a Customer Support Specialists will be responsible for providing best-in-class technical support for a variety of operational, network, server, or related services via telephone and e-mail.

Successful applicants should be comfortable operating in a dynamic environment where initiative and a sense of professional responsibility is a must. Applicants should be experienced in providing prompt and professional services to a corporate customer base.

Main Responsibilities

- Provide ongoing services to a global customer base in an effort to identify, document and resolve customer problems
- Collaborating with various functional departments (Product Management, R&D and others) to ensure timely and accurate solutions are provided to customers
- Contribute to the development and growth of the overall business by pursuing the implementation of process exception examples and/or improvement ideas
- Participate in a shift rotation schedule (includes occasional nights) supporting a global customer base
- Willing to travel outside of North America to support our customers

Desired Skills

- A demonstrated ability to provide best-in-class customer service and adapt quickly to new challenges in a fast-paced environment
- A working knowledge of Oracle databases (Oracle 10g), UNIX operating systems (Solaris 10), and IP based data networks (TCP/IP), Web technologies
- Knowledge of Sun hardware platforms
- Excellent English language communication and presentation skills (oral and written). Additional language skills would be most welcome: French, Arabic, Spanish, etc.
- A willingness to learn new technologies/products and a desire for career growth
- Strong troubleshooting and problem solving skills

Education/Experience

- Post-secondary education in a related field or equivalent experience
- Customer service experience in a corporate environment an asset