

Technical Support Analyst

Job Family & Department: Services / Support (Toronto, Canada)

Job Purpose: To provide Second-Level Technical Support to ancillary Support teams and OpenCASE Customers. As part of our Customer Support team, the Technical Support Analyst will be essential in providing ExtendMedia’s Customers with confident, well-managed issue handling, while learning product functionality through the investigation of complex OpenCASE issues.

Key Outcomes (Deliverables):

<p>Customer Support: Working directly with ancillary Support teams and Customers, both over the phone and via electronic communication, to troubleshoot and resolve complex issues. Tracking and updating of issues via online ticketing application (Parature). Managing issues and expectations through the incident resolution process.</p>
<p>Knowledge Base: Developing and maintaining subject matter expertise in the software/hardware architecture of the OpenCASE product and its varying Customer implementations. Contributing to the ExtendMedia Customer Support Knowledge Base, both in content and maintenance.</p>
<p>Continual Process Improvement: Working with ExtendMedia and its ancillary Support teams to continually work to improve the Customer Support process, procedures and tools.</p>
<p>Quality Assurance and Infrastructure Support: Working with the ExtendMedia’s Quality Assurance and Product teams to provide feedback on key Customer Support issues being experienced. During downtime, assist ASP/System Administration or Quality Assurance teams as required.</p>

Qualifications:

- Graduate of Computer Science, Engineering, Mathematics or equivalent.
- Experience working with Java-based technologies
- Experience with Sql Server and Oracle databases
- Experience with supporting Enterprise and ASP\Hosted implementations
- Experience with application and web servers (JBOSS, Apache, IIS)
- Experience with OS Linux, Windows
- Customer-facing experience is a must
- Superior communications skills (verbal and written) is required
- Highly analytical and articulate individual who can provide high-quality technical phone and electronic support
- Self-motivated and resourceful
- Must be open to working in a 24/7 environment and carrying a RIM pager for On-Call duties.
- High energy individual looking forward to meeting challenges

If your skills and experience match our requirements, please forward your resume along with cover page to: jobs@extend.com. Please indicate job title, along with application, in subject line of email.

We wish thank all applicants, however, only those who qualify for an interview will be contacted.