**** *Job Description* **Product Performance Analyst  
*Engineering Services***

*This position is based in Montreal (Canada). Short travels in France for training are expected at least once per year.*

As a member of the EasyVista **Engineering Services** team, reporting to the service manager, you are an actor of the success of our SaaS / On Premise customers.

Performance is the key factor of product adoption by final users, and is therefore a strategic policy for EasyVista. Based on your analysis, EasyVista operation teams will implement resource updates on the platform, or customer may change their product configuration to improve efficiency of processes.

You’ll closely work and share with other Performance Analysts in France and Portugal.

We are not just supporting our customers, your daily work will guarantee reliability, quality and security of our services and product and help achieving our commitments.

# Key Responsibilities

* Respond to performance problems in a timely manner
* Proactive analysis of KPIs and indicators to fix issues before customer open a request
* Document and send micro training and best practices to consulting and support teams to improve their knowledge
* This position may be required to mentor less experienced peers and complete other duties as assigned.

# Basic Qualifications

Bachelor's degree in Computer Science or related field; will consider combination of education and work experience

Strong analytical, process-oriented, evaluative and problem-solving abilities (Required)  
  
2 + years of relevant problem analysis experience or development (Desirable)

Ability to effectively communicate with customers with varying levels of technical expertise  
Excellent customer service and communication skills  
Ability to understand and resolve complex technical issues

# Technical skills that will be used

We need you to have a number of these, as the root causes of performance problems can be linked to network, web servers, SQL or product configuration:

* Apache /PHP (web flow analysis, access log, etc.)
* SQL Server (tuning, optimizing, server charge monitoring)
* Web and network exchanges (HTTPS, SSL)
* Experience with client-side web technologies like JavaScript, Angular, Bootstrap, React, HTML, CSS, and other modern JS libraries

# Communication skills

* Excellent communication, writing, verbal, listening and presentation skills
* English and French fluent to exchange with our customers and partners

# We want you as part of our team if

* **You are not average.**You are competitive and passionate. You thrive on solving challenges and have a proven ability to learn new technologies. You deal with concepts and complexity comfortably.
* **You are a team player.**At EasyVista we work together. You will be the type of person that brings that approach to your work. You will have a proven ability to build, grow and maintain relationships both internally and externally
* **You are action-oriented:**You enjoy working hard! You embrace the opportunity to learn about things you find challenging.  You are not afraid of acting quickly and you are willing to jump on problems quickly.
* **You are a problem solver:**You use rigorous logic and methods to solve difficult problems with effective solutions.  You probe all fruitful sources for answers and you can see hidden problems.  You look beyond the obvious and you don't stop at the first answer.
* **You are a learner:**You learn quickly and maintain a diverse workload in a fast-paced environment.
* You have the ability to multitask and prioritize work
* You believe customer success is the only goal and can talk for hours why
* Deep down, you know Security is not a word but a culture

**Full-time, exempt, 40+ hours per week**