

EasyVista, a global leader in IT Service Management software, is currently seeking a Sr. Technical Support Analyst to join our growing team. The Sr. Technical Support Analyst will be expected to quickly come up to speed on EasyVista products and play a key role in helping to radically improve the service experience by answering queries on technical issues and offer advice to solve them, providing the absolute best solution possible.

The right person for this exciting opportunity should know that real customer success comes from the heart. This position requires the best technical support and incident management skills to be found, while being passionate about engaging customers. This individual should have exceptional relational skills and the ability to create win-win outcomes for all parties involved. The ideal candidate should be ready, willing, and able to successfully resolve the most challenging and complex issues and be always on top of his/her game to ensure an exceptional customer experience every time. This position will report to the Director of North American Support Operations.

If this is you, and you're ready to be part of a dynamic, growing company with great benefits and opportunities for growth, we would love your help in taking great care of our growing list of enterprise customers!

### **Key Duties**

- Serve as the first point of contact for customers seeking technical assistance over the phone and email
- Perform remote troubleshooting using diagnostic techniques and pertinent questions
- Determine the best solution based on the issue and details provided by customers
- Walk the customer through the problem-solving process
- Direct unresolved issues to the next level of support personnel
- Provide accurate information on IT products or services
- Record events and problems and their resolution in EasyVista Service Manager
- Follow-up and update customer status and information
- Pass on any feedback or suggestions from customers to the appropriate internal team(s)
- Identify and suggest possible improvements on procedures
- Escalate problems when needed following Customer Support procedures and use advanced troubleshooting skills to gather appropriate data and convey concise problem information for internal service personnel
- Act as a liaison between customers and internal support staff (development and QA) to assure accurate problem interpretation and resolution
- Maintain communication with customers during the problem resolution process, utilizing superior customer service skills
- Maintain in-depth knowledge of company supported products
- Review and update Customer Support documentation as needed

### **Minimum Requirements/Qualifications**

- Proven experience as a help desk technician or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products

- Ability to diagnose and resolve basic technical issues
- Proficiency in English language, French a plus
- Excellent written and oral communication skills
- Availability to work flexible hours, including on call rotation
- BSc/BA in IT, Computer Science or relevant field is a plus
- Database Environment MS SQL Server with advanced troubleshooting skills
- Working knowledge of MS Active Directory, LDAP with advanced troubleshooting skills
- Working knowledge of networks
- Experience using third party troubleshooting tools (Softerra, Wireshark, HttpWatch)
- Must be able to learn new technologies quickly
- Strong analytical troubleshooting/diagnostics and problem-solving skills
- Excellent organizational skills; effectively manage multiple priorities and follow through on all projects to completion
- Knowledge and experience with ITIL, ISO 20000, COBIT, and other ITSM-related best practices
- Demonstrated ability to achieve successful outcomes in handling difficult situations

#### **Desirable Skills**

- Self-starter who can work both independently as well as within a team
- ITIL Foundation certification / Professional certifications
- Microsoft System Center Configuration Manager (SCCM)
- Network troubleshooting and knowledge of protocols such as TCP/IP, WMI, and SNMP
- Experience with network discovery tools
- Microsoft & Linux Operating Systems, Apache a plus
- PC/Server Hardware
- Report writing using SQL Reporting, Crystal Reports, or other reporting tools
- Familiarity with JAVA, REST API, JSON or XML a plus

**Travel Required: up to 10% - Valid US Passport required**

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

**Reports to Director of North American Support Operations**