

Technical Support Analyst



Phone :
Web :

Job Summary

Vacancy :
Deadline : Oct 25, 2024
Published : Sep 25, 2024
Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

About ESO

ESO is a rapidly growing technology company passionate about improving community health and safety through the power of data. We provide software applications, interoperability and data management solutions to emergency medical services, fire departments and hospitals.

We're small enough to be nimble and fun, but big enough to be a great, stable place to work. We serve more than 10,000 customers out of our offices in Austin, Texas; Belcamp, Maryland; Des Moines, Iowa; Bellingham, Washington; Halifax, Nova Scotia; and Belfast, Northern Ireland.

How you Will Support Our Mission

We are seeking a motivated and detail-oriented Technical Support Analyst I to join our dedicated support team. The ideal candidate will possess a solid foundation in technical troubleshooting, exceptional communication skills, and a passion for assisting customers with their technical challenges. As a Technical Support Analyst I, you will play a vital role in providing first-level support, diagnosing issues, and ensuring customer satisfaction.

What You Will Be Doing - The Day to Day

- Respond to customer inquiries and technical issues through various communication channels, including phone, email, and chat.
- Diagnose and troubleshoot basic technical problems related to software, hardware, network connectivity, and system configurations across one skillset or product line.
- Document customer interactions, inquiries, and solutions accurately in the ticketing system.
- Escalate complex issues as appropriate and ensure effective communication throughout the escalation process.
- Collaborate with team members to share knowledge and identify recurring issues for proactive problem-solving.
- Provide timely and courteous customer service, ensuring that customers feel valued and supported.
- Follow established support processes and procedures, contributing to continuous process improvement efforts.
- Stay up to date with the latest product updates, features, and technical information to provide accurate assistance to customers.
- Contribute to the creation of user guides, FAQs, and self-help resources for customers.
- You will also be part of our 24x7 support model which requires periods of evening, night and weekend shift coverage.
- This role requires you to be part of a regular on-call rotation.

Who You Are - The Desirables

Some of the things required to be successful in the role:

- Strong problem-solving skills with a logical and analytical approach to troubleshooting.
- Excellent communication skills, both written and verbal, with the ability to explain technical concepts to non-technical users.
- Customer-focused mindset with a commitment to delivering exceptional service.
- 2+ years' experience with Windows Operating systems including Windows 7, Windows 10, Windows 11 as well as all common web browsers.
- Ability to work in a fast-paced environment.
- Experience using customer support tracking tools.
- Experience in a technical support centre, preferred.
- Bilingualism (English/French) is a plus.
- Experience working with SQL Databases, XML and scripting, preferred.
- com experience is a plus.

Benefits & Perks

ESO offers a comprehensive suite of benefits to promote health and financial security for our employees and their families. For full-time employment, this includes:

- Competitive health plan (medical, dental, & vision insurance)
- RRSP with company contribution
- Front-loaded vacation and sick time
- Employee Assistance Program (EAP)
- Peace of mind benefits such as life insurance and disability insurance
- Casual office environments and unlimited office snacks and drinks

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Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
