

Technical Support Specialist



Phone :

Web :

Job Summary

Vacancy :

Deadline : Jul 08, 2024

Published : Jun 08, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Who we are

At Shoplogix, we are on a mission to create something extraordinary: a world-class global IIoT (Industrial Internet of Things) software company that delivers real-time, 24/7 impact to manufacturers around the globe.

We empower clients in 32 countries with information and insights to advance their operational excellence strategy. Our cloud-based performance management solution delivers real-time visual tracking and analysis of production, integrates powerful reporting capabilities, and accelerates continuous improvement.

Who we need

Reporting to the Customer Support Manager, we are adding a level three Technical Support Specialist. You will be responsible for supporting both hardware and software products, ensuring customer satisfaction, responding to and prioritizing technical support requests and staying up to date on product offerings. You will proactively address issues, and work across teams to implement resolutions. You will be accountable for ensuring that existing customers continue to gain business value from our solutions and maximize adoption. This hybrid role requires work from our headquarters in Oakville, ON, once a week.

What's in it for you

Impact. In the last four years, our services and products have transformed dramatically—and we're just getting started. You will have the opportunity to implement your ideas, leverage automation for improvement and directly shape the future of our operations.

Career growth. You will be part of an organization that believes in promoting from within, working under the direction and mentorship of a supportive manager. We have designed career pathways for our teams, with options to become a Senior Specialist or move into Customer Success, Pre and Post-Sales Support, Customer and Partner Training, and Implementation Services. You will be given the chance to grow into a people management or leadership role.

How you will make an impact:

- Provide support. You will manage level three customer support cases on a day-to-day basis, working closely with end users in finance, operations, plant maintenance, engineering, and management. You will diagnose and troubleshoot technical issues, including account setup, advanced configuration, and other backend server issues that require remote access. You will determine the cause and solution or workaround to exceed your customers' expectations.
- Grow adoption. You will present and discuss new features with customers and perform the installation or changes required. You will provide training and support, validating success and understanding. You will respond to any technical product inquiries.
- Process Improvement. You will help build our knowledge base and engage in continuous improvement by creating shareable documentation for the team, partner community, and customers. You will provide ideas and feedback on solutions and product enhancements. You will have the chance to work on special projects.

You will bring:

- The experience. Your priority is customer satisfaction, and you understand that continuous reassurances and updates are necessary to navigate concerns. Ideally, you have worked in a manufacturing environment and have exposure to hardware installations, electrical wiring, and backend server configuration support. Experience with a ticketing system, we use Jira, would be helpful but can also be taught. Most importantly, you have a growth mindset and can quickly come up to speed on our product offerings and troubleshooting knowledge base.
- The ownership and drive. You've never met a technical problem you couldn't solve by digging into deep research, testing, and connecting with peers. You take pride in helping people engage with technology. You continuously seek knowledge and opportunities to introduce efficiency, automation, and best practices. You can independently own and meet your deliverables.
- The interpersonal skills. You have exceptional communication skills and can translate complex ideas and technical concepts for a non-technical audience. You are an active listener, able to drill down through intelligent questions and deep product knowledge. You are highly responsive, empathetic and patient. You can build trusting and influential relationships at any level. You have a deep appreciation for diverse experiences and approaches. French as a second language would be a bonus.

Why join?

Shoplogix is a division of Constellation Software, one of the largest and most successful software companies in Canada and the most successful technology stock in Canada over the last 10 years [TSE: CSU]. We are in a unique position with the long-term and full backing of Constellation Software, including access to their best practices and career opportunities. At the same time, we have a highly entrepreneurial and dynamic culture as a fully autonomous company.

This is the chance to get in on the ground floor as we lead the manufacturing industry's digital transformation on a global scale. With a focus on continuous innovation and making data accessible and actionable, we use the latest technologies to build IIoT solutions that solve everyday problems. We take great pride in our first-class team and inclusive, collaborative culture, fostering an open-door approach at all levels. With access to mentorship and best practices, our environment is one where everyone can share ideas, build knowledge, learn from each other, and contribute to their career and our success as a company.

We have fun together outside of work, including: weekly indoor/outdoor soccer games, movie nights, mountain biking team races, indoor climbing gym near the office, frisbee golf, beach volleyball and golf tournaments for the whole office.

Apply now

Diversity and inclusion are not mere words on paper to us. We welcome and appreciate candidates with a range of backgrounds and experiences. If you have 70% of the qualifications we are looking for, and want to play an integral role in changing the manufacturing industry, apply to express your interest.

What you can expect from our interview process:

1. A virtual interview with a Talent Advisor discussing your interest in the role and Shoplogix and how you will make an impact.
2. A virtual interview with the Hiring Manager and/or Team Lead to discuss the role and how your skills align with the needs of the team and the organization.
3. A final virtual interview with the VP of Operations to learn more about the value this role brings to the organization and how you can grow here.

Shoplogix welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

#LI-Hybrid

#LI-DNI

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
