Doc.It®

Doc-It provides leading edge Document Management, Workflow and Portal software solutions to Accounting practices across North America and the United Kingdom. We have been in business for over 17 years and are on a sharp growth trajectory.

Technical Analyst – Ancaster, Ontario

Doc-It provides leading edge Document Management & Workflow software solutions to Accounting practices across North America. We have been in business for over 16 years and are on a sharp growth trajectory. Client Service is a critical component of our success. To help us deliver exceptional service to our existing and potential clients, we are looking for a Technical Analyst with a "can do" attitude and a "team player" with 3+ years relevant experience in a client support role.

Responsibilities:

Technical Analyst job description and duties may include but shall not be limited to the following:

- Provide remote technical and training support to Doc.It clients using the telephone, email, remote desktop software, and any other tools at your disposal.
- Be eager to respond to and resolve customer issues quickly, with courtesy and efficiency via telephone and email.
- Build solid relationships with our current clients via regular, one on one telephone conversations.
- Monitor all open client issues to ensure satisfactory and timely resolution.
- Provide assistance to client admin staff and users as needed.
- Follow up on all open tickets to ascertain that tickets are closed once a concise resolution is achieved
- Contribute solutions to the Doc.It knowledge-base.
- Preserve confidentiality of sensitive client information.
- Assist with the internal infrastructure configuration, installation, monitoring and maintenance including back-ups.
- Perform in-house projects that relate to the testing, verification, and resolution of client and non-client issues.

- Assist the sales organization during the sales process as it relates to client understanding of hardware and network needs.
- Work closely with the development group on escalated issues.
- Work with client IT staff/ and third party consultants

Qualifications:

- Post-secondary education in a Technical discipline or equivalent work experience
- Experience using a ticket based helpdesk and CRM system
- Excellent communication skills (verbal, phone and written).
- Proven expertise in supporting and troubleshooting hardware, software and networking issues.
- Attitude, efficiency, friendliness and courtesy are critical.
- 3+ years' experience in a telephone support environment.
- Genuine commitment to quality and customer satisfaction.
- Microsoft Certified System Administrator (MCSE/MCSA) an asset.
- 3+ years' experience supporting Windows Domains.
- Certification with any of Citrix/VSphere/Terminal Server Virtualization Environments an asset.
- Experience troubleshooting TCP/IP network issues. Working knowledge of routers
- Experience with Microsoft SQL Server database configuration & troubleshooting would be an asset.
- Experience with common protocols (TCP/IP, DHCP, IIS, SMTP etc.).
- Experience with Microsoft Terminal Servers, Hyper V, imaging, printing and recovery applications.
- Experience with VMWare.
- Experience with network infrastructure implementation.
- Experience with commonly used security and anti-virus applications.
- Ability to communicate in English and French will be considered an asset.

To apply, please send resume and 3 professional references to Virgil Iordan:

Contact: viordan@doc-it.com