Doc.It ®

Doc.It provides leading edge document management, workflow and portal software solutions to Professional Accounting practices across North America and the United Kingdom. We have been in business for over 18 years and are on a sharp growth trajectory.

Technical Analyst – Ancaster, Ontario

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, one who can work independently yet be a team player with 2+ 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.
- Eagerly respond to and resolve customer issues quickly, with courtesy and efficiency via telephone and email.
- Build solid relationships with 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 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.
- Perform in-house projects that relate to the testing, verification, and resolution of client and non-client issues.
- 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.
- 2+ years' experience in a technical or software support environment.
- Genuine commitment to quality and customer satisfaction.
- Microsoft Certified System Administrator (MCSE/MCSA) an asset.
- 2+ 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 environments.
- Experience with commonly used security and anti-virus applications.
- Ability to communicate in English. French will be considered an asset.

To apply, please send resume and 3 professional references to Don Emery, CPA:

Contact: demery@doc-it.com