

## IT Technician Support

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Reporting to the Director, Software Support, the incumbent provides customers with the necessary remote support for any technical issues relating to the functioning of the company's software.

Via matrix reporting, the incumbent is also accountable to the Director, Software Delivery, to remotely install our software for customers.

### Specific Responsibilities:

- Responds to technical requests and collaborates with the Support Team and other services to ensure that calls are handled correctly and promptly;
- Performs technical interventions (installation on premise or in the Cloud, version updates, performance measurements, etc.) for Maestro's customers, according to existing procedures and standards;
- Uses a structured approach to resolve cases and ensures that the customer is satisfied with the result;
- Adheres to procedures, policies and management rules established for customer support and professional services and contributes to the improvement or definition of new elements to enhance service quality;
- Uses a computerized system for recording and tracking of requests, and ensures the consistent and comprehensive documentation of tickets;
- Collaborates with other services, as a technical expert, in various activities (committees, meetings, training, knowledge transfer, etc.) related to the maestro\* technical environment;
- Updates and maintains technical reference materials used by customer support and professional services;
- Participates in special projects, as required.

### Requirements:

#### Technical:

- College degree in computer science or related discipline or other relevant experience;
- Microsoft certifications and MS Windows system administration experience required;
- Experience managing MS SQL Data Base (DBA) required;
- Concrete experience in operational maintenance, with "cloud" technology, an asset;
- Expertise in diagnostic principles and practices and restoration of service;
- Mastery of MS Office, including integration with Exchange/Outlook;
- Understanding of design and configuration of management or financial systems, an asset;

#### Aptitudes:

- Mastery of customer service practices with the ability to de-complexify technical terms;
- Excellent communication skills in French and English (oral and written);
- Strong collaborator and team player;
- Organized, autonomous, resourceful and meticulous
- Available to work outside usual business hours, upon request.