

Job description:

Reporting to the Director Software Support, the position offers remote support to our customers with respect to any situation related to our accounting and project management software.

Specific responsibilities:

- Responds to requests of a functional nature or informational requests of the customer and ensures that the call are treated with speed and accuracy in order to meet maestro*'s commitment in regards to the customers' annual service contract;
- Uses a structured approach to resolve the cases that are presented and ensures that the customer is satisfied with the outcome.
- Respects the procedures, policies and the management rules established for customer service and participates, with the director, to improve them or to define new ones, in the aim of improving the quality of service to customers;
- Uses a computerized system for the request registration and tracking according to the established standards;
- Ensures uniform and comprehensive documentation of the requests;
- Keeps informed about maestro* features used by its customers and attends required courses;
- Participates in the evolution of maestro* software by communicating internally any recommendations to correct certain anomalies or to improve the product;
- Participates, depending on availability and the needs of Maestro, in various activities relating to maestro* (documentation of current and future needs of the software, quality control tests, review of errors, requested improvements review, etc.);
- Collaborates with management on various special projects.

Requirements:

- College diploma in a relevant field or pertinent experience;
- Accounting experience or knowledge required;
- Strong skills in customer service using a computerized system;
- Excellent French communication skills and good English, (oral and written);
- Understanding of the software industry and its process, an asset;
- Knowledge of MS-Office.