
Troubleshooting Specialist / Customer Support & QA

Montreal, QC

Overview

Our client is a dynamic and growing company offering web solutions in the field of logistics and supply chain. This company has an impressive list of Fortune 500 clients around the world and has worked hard to position itself as a global leader in its industry. The team is made of energetic and cool professionals, who are passionate, agile, intelligent and great team players. Taking great pride in their work environment, the company's offices were designed with the employees in mind, creating a modern and casual atmosphere promoting creativity and collaboration.

What You Will Do

Coordination and monitoring

- Coordinate and manage customer requests for assistance via the web-based incident management tool
- Acknowledge issues and assign complex support requests to members of the implementation team
- Ensure that issues status are up to date and addressed within the established response thresholds

Customer support

- Client issues troubleshooting, resolution and follow-up
- Emergency customer support in case of critical issues requiring functional assistance

Upgrades

- Perform customer upgrades and offer post-upgrade follow-up and support

Quality Assurance

- Documentation of test cases and maintaining existing ones
- New versions and functionality testing according to the documented test cases
- Reporting of any identified defects to the product team
- Participate to the QA process continuous improvement

Skills & Qualifications

- College (CEGEP) or University degree
- Two (2) to five (5) years minimum working experience in related fields
- A geek with a great personality
- Very computer savvy, self-learner
- Good communication skills, highly participative
- Customer oriented
- Capacity to work with multiple teams and individuals
- Autonomous, proactive, adaptable and flexible
- Detailed oriented
- Agile with new technologies
- Excellent in French and English (spoken and written)



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Why Join?

The Organization. This company is a leader in the fields of logistics and supply chain.

The Role. Dedicated to succeed and a good listener, this person knows clients and their system needs.

The Person. Bright, creative and highly participative – a great team to support you in your success.

Your Next Steps

Email your resume in **word format** to ajulien@radarhh.com. Please quote **project #106731** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.

