Junior Software Technical Support Analyst

Are you interested in working to get on-the-job experience in IT while helping small businesses across North America? ACE POS Solutions Ltd. has an immediate opening for a full-time Junior Technical Support Specialist (full-time 40 hours / week).

Technical Support is much more than fixing computers. It's about recognizing business needs and finding IT solutions to meet those needs. Reporting to the IT Manager, this junior technical support role requires that you work as part of the ACE POS Support Team to troubleshoot and provide remote IT support including installation, set-up and maintenance of point-of-sale systems. Suitable candidates will need to be comfortable on the phone in English providing technical support and customer service.

Key Accountabilities and Responsibilities
• Utilize effective communication and listening skills with all stakeholders to troubleshoot IT issues.
• Log, monitor and report all incidents and support-related tasks that come in through the support ticketing solution and/or over the phone.
• Provide remote desktop, email and phone support to users to assist with daily software/hardware support requirements and follow up to ensure client satisfaction.
• Set-up and support IT equipment and services for all stakeholders.
• Assist in the diagnoses, escalation and resolution of any software bugs.
• Assist in the testing and quality assurance of new products, services or features.
• Assist in the preparation and management of internal / public knowledge base.

Education and Professional Skills/Knowledge
• New graduate with a Diploma or Degree in Computer Networking or in a related discipline.
• Entry-level position but any experience in similar end user software support role would be an asset.
• Experience in inventory management would be an asset.
• Experience with retail point-of-sale systems considered an asset.

Bonus Points
• Familiarity with investigating, and informing customers on how to correct errors and inconsistencies in software usage, entries, and reports.
• Familiarity with financial or accounting software.
• Spoken and written French

An ideal entry-level position for new graduates interested in gaining real hands-on experience in the software industry. Areas of study include; client and network operating systems, installation/management of software and system hardware, managing/installing active directories, communication and technical documentation.

While the company is based in Toronto, this position is 100% remote and open to anyone who can legally work in Canada. Please be aware that if you are not currently authorized to work in Canada, your application will not be considered.

ACE POS Solutions Ltd. is an industry supplier of Point of Sale (POS) software systems, hardware and support services. Besides offering solid retail POS solutions, APS has a strong team of experienced developers to deliver a new generation of Mobile and Cloud-based POS solutions.
To apply, please send your resume and CV to careers@acepos-solutions.com