

Position: Application Consultant

About BioConnect

BioConnect is a rapidly-growing biometric technology and software company. We have set out on a mission to change the way society verifies identity. We believe that people want to use their true, biometric identity to verify who they are instead of relying on approximations of identity like keys, fobs, passwords and PINs that can be lost, forgotten or stolen.

BioConnect has an incredibly unique vision and way of doing things, much like our team members. Our team is forward thinking, self-fuelled, relentlessly passionate and centered around unbeatable customer service. Our modern, open-concept office in the heart of Liberty Village, Toronto, is filled with energy, passion, and... dare we say it? Fun.

What you'll do:

As an Application Consultant, you would work with the tech-support team to supply clients with helpful and reliable information to help resolve any issues. You would be part of a supportive, dynamic, knowledgeable team devoted to truly outstanding customer service. You would become proficient in not only the software aspect of our products but also in the hardware as well. Knowing the product inside and out is vital in maintaining the level of support excellence we strive for. Your primary focus would be using Salesforce and TeamViewer to monitor and log ticket information for inbound calls and emails.

Key Responsibilities/Requirements:

- Communicate, primarily through phone, with users of our biometric hardware and software
- Maintain a problem and solutions log using Salesforce
- Remotely setup identity management software onto computers as well as provide technical advice to clients regarding planning the installation of hardware or software
- Ensure device installation is done properly with all devices on the network
- Provide training via phone or remotely on effectively managing biometric access control software
- Ability to work in a team environment is a must!

Great to have:

- Academic background in computer science, networking, software troubleshooting, security hardware or electronics
- Experience with Microsoft SQL Server, Networking
- Experience with Low voltage wiring/cabling
- Experience with any Client/server applications
- Customer service experience

Required Skills:

- Very strong verbal communication skills and the ability to support a wide range of clients with varying technical expertise.
- Ability to translate technical complexity into easy-to-understand instruction communicated over the phone
- Ability to meet deadlines
- Ability to quickly triage customer issues and clearly identify resolutions to diffuse any potential for dissatisfaction
- Excellent written (email) communication skills
- Great problem solver
- Flexible and adaptable to changing priorities
- Ability to manage multiple clients at various stages of implementation
- Willingness to learn with strong technical appetite
- An unwavering commitment to our customers' success

So, do you think you have what it takes to join this fast-growing team?

Please contact us at careers@bioconnect.com to apply for this position or visit www.bioconnect.com/careers to apply online. We appreciate all expressed interest in this position, however, only the candidates selected for interview will be contacted.