



POSITION

Help Desk Technical Support Specialist

JOB DESCRIPTION

Join the SilverBlaze team and be part of an exciting rapidly growing, international software development organization specializing in Customer Web Portals for the Utilities industry.

SilverBlaze is currently searching for an enthusiastic, quick learner to provide Technical Support to our existing customers using the *SilverBlaze Customer Portal for Utilities* software platform.

This person will interface with our utility customers and our development team, to assist users in troubleshooting and resolving technical support requests. As a member of our highly respected team, this person will have an active role in providing exceptional customer support that is helpful and timely.

The ideal candidate should be a team player with strong interpersonal skills. Candidates need to be self-motivated, self-learning, and detail-oriented.

SUPPORT SKILLS

Monitor the support ticket application and respond to support tickets:

- Excellent Troubleshooting and problem resolution skills
- Email Communication
- Phone Communication
- GotoMeeting/WebEx/Skype Communication

IMPLEMENTATION SKILLS

Implement our software for customer projects:

- MS SQL Server installation and configuration
- Apache HTTP Server installation and configuration
- Apache Tomcat Server installation and configuration (clustered environments)
- *SilverBlaze Customer Portal for Utilities* installation and configuration

REQUIRED KNOWLEDGE:

- HTML, CSS, JavaScript knowledge
- General Web knowledge
- Working with VMs
- VPN connectivity

ADDITIONAL REQUIRED SKILLS

- BA/BSc, related College Technical diploma; or equivalent applicable industry experience
- Exceptional Multi-tasking and time management skills
- Exceptional Organizational skills
- Excellent problem solving and workload prioritizing skills
- Excellent English written and verbal communication skills
- Exceptional people skills
- Demonstrable customer care and focus
- Willingness to learn and the ability to self-teach
- Motivated to learn and grow in the position
- Canadian employment / work status required

BENEFICIAL QUALIFICATIONS & EXPERIENCE

- Flexibility in working hours
- Working knowledge of Jira
- Utility industry experience
- Valid driver's license and access to a car
- Training or working knowledge of Java development
- Training or working knowledge of web applications
- Training or working knowledge of AJAX, XML, SQL, Javascript/jQuery

ABOUT SILVERBLAZE SOLUTIONS

SilverBlaze Solutions is an award-winning software innovation, development and consulting firm. Founded in 1999, SilverBlaze provides utilities with value-focused, highly-customizable web self-service portal and smart forms software.

As a leader in customer engagement and collaboration, we specialize in providing self-service portal and intelligent form software to electric, water, gas, telecom and multi-service utility companies. Over the past 20 years, SilverBlaze has successfully empowered clients throughout the United States, Canada, and the Caribbean to maximize customer engagement. Visit www.silverblaze.com to learn more about the diverse roster of clients SilverBlaze has helped succeed.

SilverBlaze Solutions, 401-45 Vogell Road, Richmond Hill, ON L4B 3P6