

SilverBlaze

Job Opportunity – Help Desk Technical Support

SilverBlaze is searching for an enthusiastic, quick learner to provide Help Desk and Technical Support for our existing Capricorn Customer Portal and Apollo Smart Forms platform.

This person will interface with customers and our web development team, to assist users in finding solutions. As a member of our highly respected development 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 people skills. Candidates need to be self-motivated, self-learning, and detail-oriented. This is an entry level position that may present career advancement opportunities for the right person.

Required Qualifications & Experience:

- BA/BSc, related College technical degree; or equivalent applicable industry experience
- Training in Java development or experience
- Training in developing web applications and/or workflow applications
- Basic HTML Development
- Training or familiar with AJAX, XML, SQL, Javascript/jQuery
- Excellent problem solving and workload prioritizing skills
- Excellent English written and verbal communication skills
- Demonstrable customer care and focus
- Flexibility in working hours
- Canadian employment / work status required

Beneficial Skills:

- Problem solving in varied infrastructure environments (e.g. Java application server, SQL server database, Linux, mobile)
- Web Application Certifications
- Experience with Photoshop, Dreamweaver or similar software
- Valid driver's license and access to a car
- Exceptional people skills
- Multi-tasking and time management
- Motivated to learn and grow in the position

Please send Your Cover Letter and CV to: hr@silverblaze.com

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