

Coyote Software Corporation (www.coyotecorp.com) provides superior software solutions and IT consultation to service oriented businesses. Our employees are active contributors in a collaborative team environment, and we are passionate about the quality of our work and the success of our clients.

Position:	Software Support Analyst
Job Type:	Full-Time, Contract – 12 months (maternity leave coverage)
Team/Division:	Client Services Team
Location:	Burlington, ON, Canada
Posted:	November 30, 2016
Job description:	We are excited to be seeking a new member for our Client Services team! The Client Services Team ensures that our customers always receive great support and quality software. Ours is a dynamic working environment that thrives on teamwork, individual skills, and focused effort to get the job done. Our analysts apply themselves in flexible, creative, and cooperative ways to meet our goals. We continually strive for excellence in ourselves, our products, and our services.
Role/Duties:	<p><i>In this role you will:</i></p> <ul style="list-style-type: none"> • Professionally deliver customer support by phone and email. • Take ownership of issues and escalate them appropriately. • Ensure that response time and resolution objectives are met. • Accurately document support calls and resolutions. • Willingly take on other tasks that may be required such as documentation or product testing.
Required skills:	<p><i>As a qualified applicant, you are able to:</i></p> <ul style="list-style-type: none"> • Demonstrate a persistent positive attitude. • Positively manage customer expectations and be a customer advocate. • Translate technical information to user-friendly language. • Respond effectively to changing priorities. • Learn new software products as required. • Proactively communicate new issues, resolutions, and support queue status to your other team members and management. • Leverage knowledge of Microsoft operating systems, software, systems administration, networking, and hardware.
Salary:	<p>This is a full-time 12 month contract position.</p> <p>Salary expectations must accompany a reply for your application to be considered.</p>
To apply:	<p>Please send résumé and cover letter with salary expectations by email to careers@coyotecorp.com including "Support Analyst" in the subject.</p>

While we appreciate and review all applications, only those considered most qualified will be contacted for an interview.