



Application Support Specialist

Computer Methods International Corp. (CMiC) is a software Development firm specializing in enterprise financial and cost management systems designed for the Construction and Engineering industries.

THE OPPORTUNITY

The **Application Support Specialist** is a critical link between our customers and CMiC. This position is responsible for enterprise support of our customer issues to ensure that they are resolved in a timely manner. You will play a lead role in investigating issues while proactively communicating with clients to ensure excellent customer satisfaction.

Duties and responsibilities (may include, but are not limited to, the following):

- Review questions and reported problems by the customers.
- Test scenarios that replicate client issues and investigate root causes.
- Act as the primary point-of-contact for customers.
- Manage customer timeline expectations for resolving their issues.
- Participate in project and team meetings interacting and collaborating with team members as required.
- Provides assistance and mentoring to other support team members.

SKILLS & EXPERIENCE

What we are looking for in the successful candidate:

- College/University Degree - preferably in Computer Science, Electrical/Software Engineering, Math/Physics (Computer Sc. stream), Business Management or equivalent experience.
- Strong attention to detail and excellent analytical problem solving skills.
- Basic accounting skills, System Development Life cycles (SDLC), Quality Assurance and knowledge of Enterprise Systems.
- Previous technical support experience or customer service experience.
- Excellent written and oral communication skills.
- Previous industry experience with Construction, Professional Services, Information Technology or other firms is preferred.
- Understanding of Payroll systems would also be an asset.

Please forward resume to:

Computer Methods International Corp.

4850 Keele Street
North York, Ontario
M3J 3K1

Attention: Pat Shah
Email: careers@cmic.ca

No agencies please
Only those selected for an interview will be contacted