**Application Support Technician – Job Description**

About Octacom:

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging and data capture services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost-effective solution to clients globally across a wide range of industries. Octacom's core solutions focus on financial process automation, enabling large enterprise clients to streamline and optimize their Accounts Payable and Accounts Receivable processes.

Role Overview:

We are looking for a passionate and versatile application support technician who is ready to work on a small team and help us support big solutions. You will be tasked with supporting our internal production and client services teams while working closely with the developers. On a daily basis you will be applying your troubleshooting skills to analyze various application and process issues that will require an in-depth technical background. You will be analyzing data, application performance, user feedback, and application errors. With this knowledge you will be collaborating with the development and client services teams to resolve issues, optimize applications, and identify areas of improvement. This role is integral to the day-to-day business operations and client satisfaction. If you have an acute interest in delivering quality solutions and service to a broad range of clients this role is for you.

Responsibilities:

- Act as primary point of contact in troubleshooting intermediate to complex technical support issues, mainly in regards to Microsoft Windows applications and services
- Troubleshoot and resolve issues with real-time software applications, both in-house built as well as third party
- Make decisions to prioritize and resolve high severity and high impact service disruptions
- While providing support for existing production applications, document recommendations for future improvements
- Facilitate appropriate escalation of support requests when necessary and collaboration with other team members to ensure expedient and proper resolution
- Respond quickly to customer issues and communicate effectively throughout resolution
- Create and maintain application/configuration documentation
- Recommend improvements to existing software as well as provide suggestions on any new technologies and tools to improve processes
- Interact with client services, developers, and operations on a regular basis, in order to help drive aligned and efficient business operations
- Always maintain a high degree of professionalism, courteousness, and friendliness

Experience and Requirements:

- Degree in computer science or equivalent work experience
- 2+ years of experience in a technical support role
- 1+ years of experience in supporting applications
- 2+ years of experience with SQL database queries
- Exposure to cloud computing (Azure, Google, or AWS)
- An excellent attitude and approach to customer service
- Excellent communication (written and verbal) and interpersonal skills
- A self-starter with a strong desire to work on a small collaborative team in a fast-paced environment
- Easygoing, hardworking, team focused attitude
- Ability to work independently and to multi-task effectively
- Advanced analytical, problem solving and troubleshooting skills, with strong attention to detail
- Flexible and willing to accept a change in priorities as necessary
- Proactive in taking initiative and has a strong willingness to learn

Arrangement:

- Type:       Full Time
- Benefits:   Yes, after 3 months

We thank all applicants for their interest in Octacom; however, only chosen applicants will be contacted. Octacom is an equal opportunity employer, and we welcome and encourage applications from people with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

Please note that any offer of employment will be conditional upon background and reference checks.

Octacom is committed to the health and safety of its employees and compliance with the requirements of the Occupational Health and Safety Act (OHSA) and other relevant legislation.