



Support Representative for Human Resource & Payroll Software

Since 1994 HRWARE has been a distributor of leading HRMS/HCMS systems in Canada. Based in Brampton, Ontario, we have wide ranging HRMS technology experience and a broad spectrum of HRMS management expertise. Our sole focus is on Human Resources and Payroll. We have serviced some of the best know companies in Canada. Our corporate culture is one which strives for excellence in all that we do, with special attention paid to providing a superior level of customer service to the delight of our clients.

The Position

An entry-level help desk position, the successful candidate will provide quality support on our web native HCMS/Payroll/Time & Attendance products to our clients by using their superior product knowledge and skills in verbal communication, problem solving, customer service, and trouble shooting to enhance our clients' productivity.

The incumbent will be required to answer phone calls, interpret problems, provide technical support, keep track of issues and resolutions, use automated diagnostic programs and resolve recurrent problems.

If you enjoy helping others, have mounds of patience and find satisfaction in reducing other people's stress, this could be the job you're looking for!

Required Skills

- Excellent Communication skills (communicate with technical and non-technical audiences) with the ability to respond quickly, competently and patiently to customer requests.
- Problem solving / Troubleshooting skills
- Strong multi-tasking and time management/priority setting skills
- Ability to work in a fast-paced, deadline-driven environment.
- Knowledge and understanding of the relevant technologies and platforms.
- Fast learner/quick study with technology and applications
- Self-starter, motivated, independent thinker
- Fluency in English sufficient to conduct technical support and training is a **MUST**, however, the ideal candidate will be equally fluent in French.

Technical Knowledge/Skills:

- SQL – including Triggers and Stored Procedures
- JavaScript, XML, HTML
- Network and Basic PC Support
- Internet Information Services

If you are interested in applying for this position, please forward your resume to: careers@hrware.com