



building long-term relationships

Posted Date: March 19, 2009

Product Support Representative

Position Overview:

The Product Support Representative will be responsible for providing product and technical support related to Accubid's productivity software for the construction industry (primarily focused on electrical and mechanical segments).

Job Functions:

- Provide world-class product and technical support services, answering any and all product and technical support related inquiries from Accubid clients, prospective clients and fellow Accubid employees (typically via telephone or email).
- Detail all support incidents within the corporate Client Relationship Management system.
- In addition to supporting Accubid's construction productivity software, support various Microsoft based technologies, including (but not limited to) Microsoft Windows desktop/server platforms, Microsoft SQL Server.
- Support PCs and related peripheral devices as needed.

Work Schedule:

- Accubid's Product Support group is open Monday to Friday from 8:30 AM to 8:00 PM (eastern). The successful candidate will be required to work an 8-hour shift during that time (with a 1 hour break provided). Typically, new candidates to this role will work a later shift.
- Flexibility will be required in this role, ensuring all support incidents are managed up to the end of a given shift. While working beyond a scheduled shift is not typical, it may be required in the event of heavy volume.
- Due to the international nature of our business, the successful candidate will be required to work the occasional statutory Canadian holidays in order for us to provide coverage.

Personality Traits, Skills, Technical and Educational Experience Required:

- Minimum 3-year experience working in a product and technical (IT) support capacity, specifically in a call center environment assisting clients via telephone and email.
- Minimum 2-year college and/or technical institute diploma in Computer Engineering Technology, Computer Networking and Technical Support, Computer Systems Technology and/or a program geared towards the management/support of computer technology.
- Understanding and experience with the use and troubleshooting of Microsoft Windows desktop and server platforms, Microsoft SQL Server, Microsoft Office, Microsoft Internet Explore,

Accubid Systems Ltd.

7725 Jane St., Concord (Toronto), ON, Canada, L4K 1X4 • **Telephone:** 1-800-222-8243 • **Fax:** 905-761-1234 • **E-mail:** info@accubid.com • **www.accubid.com**

Mozilla Firefox, web and Internet based technologies, networking (TCP/IP, etc.), PC hardware and peripherals, with the ability and willingness to learn new technologies as needed.

- Strong communication skills (written and verbal).
- Ability to deal with complex technical situations, and collaborate effectively with local and/or remote personnel in order to provide fast and effective problem resolution.
- Reliable, mature, tolerant, responsible, well presented and business like individual with a strong desire to help others.
- Quick learner, with self-study ability.
- Strong interpersonal skills, with the ability to work well with others.
- Low maintenance, easy going independent worker, with the understanding of doing what ever is in the greatest interest of the client while respecting the team.

Skills, Education and Experience Preferred but Not Required:

- Familiarity with principals of estimating and project management (ideally construction industry related).
- Construction industry experience.
- Experience in the use of Accubid software.
- Experience with AutoCAD.

Physical Demands:

- Extended periods of time sitting in front of and using a computer.
- Extended periods of typing and using a computer mouse.

Work Environment and Compensation

Our working environment is professional, casual and friendly, with an open door approach. As a small business with a 20+ year proven track record, Accubid prides itself on maintaining a family oriented culture. We take care of our people, our people take care of our clients and our clients take care of us.

Accubid offers a competitive compensation plan, with health benefits after the successful completion of a 3-month probationary period.

All resumes should be submitted to:

Barrie Abel
Human Resources

Accubid Systems

Email: babel@accubid.com

Fax: 905-761-1234