产品支持分析师-Product Support Analyst

Description

Founded in 1974, CMiC today delivers comprehensive and advanced enterprise and field operations solutions, purpose-built for construction and capital projects companies. CMiC's powerful software transforms how firms optimize productivity, minimize risk and drive growth by planning and managing all financials, projects, resources, and content assets – all from a single database platform.

In the past several years, the construction industry has experienced unprecedented changes driven by new technologies – including integration with multi-dimensional modeling, an explosion of cloud-based offerings and the demand for robust mobile capabilities. CMiC has kept pace by constantly upgrading and enhancing our advanced platform to reflect the changing needs of the industry, *leading to significant growth as a company.*

Position Scope

We are seeking enthusiastic, talented people to *act as the first point of contact when our customers have inquiries or encounter issues as they use our software.* Product Analysts receive tickets and analyse screenshots and details of customer issues, to replicate the problem while proactively communicating with CMiC teams to guide issues to resolution. In addition to providing a very high level of client service, you will develop strong relationships with clients and staff and provide feedback on documentation. Individuals applying for this position must be able to multi-task, have a strong attention to detail, professional demeanor, and be able to adapt into a growing and changing environment.

Duties & Responsibilities

- Answer client queries and provide basic direction and training on common issues
- Triage product queues and prioritize issues according to their severity
- Conduct web meetings with customers to gather information for investigative purposes or to provide assistance
- Test and duplicate issues in order to document and demonstrate the problem to other teams such as programming
- Participate in project and team meetings; interacting and collaborating with team members
- Leverage and contribute to the Knowledge Base to assist with the resolution of issues
- Relay feedback to Product Managers so that the product can be improved
- Provide feedback to supervisors and managers regarding processes that are unclear and need to be changed

This role is for you if:

- You would rather spend most of your time on challenging issues rather than handling simple support requests
- You want to engage in a collaborative environment with helpful co-workers and accessible leaders and managers
- You prefer to work for a company that listens to its staff and continues to work toward being a Great Place To Work

Requirements

- College/University Degree
- Excellent communication skills, both verbal & written
- Exceptional analytical and problem solving skills
- A passion for exploring new software, ability to grasp new concepts and learn quickly

- Extremely detail oriented with the ability to manage and prioritize work flow
- Facilitate communication of information between team members and Product Groups
- Previous technical support experience or customer service experience
- Able to operate in a fast-paced environment
- Team-player, strong work ethic and a positive attitude

Benefits

- Competitive benefits Package (including Health & Dental benefits)
- Paid vacation and personal days
- Townhall meetings where all employees are encouraged to participate in open discussions
- An active Social Events Committee (past events include annual seasonal parties, pool and bowling tournaments, karaoke nights, Game nights, BBQ's, and more)
- Health and Wellness focus including virtual yoga classes and wellness webinars
- RRSP Matching Program after 2 years of employment
- Experience in a rapidly growing, socially responsible corporation
- Some remote work option available

CMiC is an Equal Opportunity Employer. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code, CMiC will provide accommodation to applicants with disabilities throughout the recruitment, selection and/or assessment process. If selected to participate in the recruitment, selection and/or assessment process, please inform Human Resources staff of the nature of any accommodation(s) that you may require.