

We are hiring!

Technical Support Analyst

Paradocs Mountain Software is a young and dynamic company. We are passionate about technology and the ski industry. Our customers are energetic and fun and work closely with the Paradocs team to develop high quality solutions to support their industry. We are looking for a creative individual with a wide breadth of expertise who is willing to join our team!

About the work:

The Technical Support Engineer will be the first line of technical support of all service requests. This is a central position within our organization as you will touch on all aspects of our technologies and clients. You will be expected to influence and shape service delivery by identifying patterns and issues as they arise. You will work with the team to develop processes to continually improve service delivery, both quality and efficiency. Communication and social skills are key as you will be responsible for managing client expectations and providing excellent customer service.

About you:

You're energetic and excited to bring your most creative solutions to the table. You have experience solving complex technical challenges and working with a wide range of technologies. You have two or more years' experience working in support role and with external stakeholders. You love to ski or snowboard.

Key Qualifications:

- Bachelor degree in Computer Science, Computer Engineering, Software Engineering, or equivalent
- Excellent communication skills (verbal and written), in both French and English

Desirable Qualifications:

- 2 years of experience in IT
- Experience in FileMaker
- Experience in Linux
- Experience in System Administration
- Experience in Software Q&A
- Knowledge of Node.js, Electron, Python, Django
- Experience in the Ski Resorts Industry

Why join us?

- Casual and flexible work environment.
- Opportunity to work in the ski industry.
- Powder days are not full working days.
- We offer an environment where you can have fun and truly be part of the team.

Interested candidates should email their resume and cover letter to careers@paradocs.ca.