



Position Description

Title: Support Consultant

Department: Client Services

Reports to: VP Client Services

MAIN PURPOSE OF JOB:

- The position is charged with building strong relationships with customers through interactions and communications related to trouble-shooting incidents and requests for Elcom solutions raised by customers, to ensure Service Level Agreements are met
- The right resource for this role will need to be a motivated self-starter, and have the ability to plan and direct activities under limited to moderate management supervision
- The position requires the ability to learn and acquire expertise on the many applications and solutions offered by Elcom – often requiring self-training and teaching
- The position requires an understanding of process engineering, technical and operational experience as many of the incidents and requests raised require reviews of business processes
- It is anticipated that this role will have a willingness and eagerness to progress their career within Elcom towards implementation and customer training

KEY RESPONSIBILITIES:

- Maintain a thorough knowledge of the Elcom suite of solutions and the administration of the products
- Troubleshoot and provide advice or corrective action in response to customer and supplier reported Elcom product issues
- Escalation of suspected product defects for research, replication and recording and to develop and communicate potential work around methods or suggestions
- Troubleshoot and facilitate all internal and external communications and activities to correct service interruptions detected and reported through monitoring tools
- Manage assigned Help Desk tickets and associated customer and supplier communications through to completion and within service level agreements
- Escalate Help Desk tickets when service levels are in jeopardy or to initiate process improvement recommendations
- Assist with implementation tasks in support of projects as scheduled by an Implementation Consultant
- Perform quality assurance in support of IT Service projects and customer application upgrades
- Issue customer advisories and notifications as directed
- Delivery of monthly or other report preparation in support of customer contracts

PREREQUISITS:

- Higher education degree
- 2 to 5 years of experience in a similar position
- Excellent written and verbal communication skills
- Strong administrative, organization and computer skills
- Ability to prioritize and handle multiple tasks
- A team orientation
- Strong presentation skills
- Aptitude to record, report and coordinate the resolution of technical issues
- DB, xml and SQL knowledge would be advantageous
- Willingness to travel as duties grow in the area of implementation and training support