



Position Title: Global Support Specialist
Reports To: Manager, Global Support

Department: Technical Solutions Department (TSD)

Job Description:

The Global Support Analyst is the primary contact point for QLogitek customers. The GSA will use excellent customer service skills coupled with their strong analytical skills to assist customers with their support related inquiries. The GSA answers both support calls and emails in the three following areas Inbound Sales/Order Management/Customer Service Internet Application Rollout and Internet Application Support/Escalations.

Responsibilities :

Inbound Sales/Order Management/Customer Service

- Respond to and setup order requests/inquiries from business partners, trading partners and potential customers
- Accurately log all customer communications in the Global Support Tracking Tool.

Internet Application Rollout

- Solicit using surveys, communications, emails and phone calls with trading partners for information during customer rollouts and educate trading partners on the specifics of individual rollouts
- Enable trading partners by assisting with testing making sure EDI specifications are understood and met.
- Provide Support through email and phone calls for any issues that occur during the rollout phases up to and including 'going live'

Internet Application Support & Escalation

- Provide the delivery of world-class customer care to a diverse customer base. This support is offered through email and phone support for all current and future QLogitek services
- Work with other contacts within Global Support and the Technical Solutions Department to ensure that customers' issues are resolved timely and within their SLA

Requirements:

Attitude

- Energetic self starter who is focused relentlessly on improvement and capability enhancements
- Puts "delighting the customer" above all other priorities
- Has a positive and dynamic attitude

Skills

- Excellent phone, writing and general communication skills
- Additional languages a plus (French, South-East and Far-East Asian)
- EDI knowledge of PO, PO Change, Invoice and ASN business processes within the Supply Chain Industry (in Retail, Manufacturing, Logistics, etc.)
- Business to business integration with wide area networks is a plus
- Works well in a team environment
- Intermediate capabilities in using the Internet/Web Applications
- Intermediate knowledge in Windows 2000/XP and/or Vista
- Intermediate experience using Microsoft office suite

Knowledge & Experience

- 1-2 Years Customer Service Experience/Technical Support
- Post-secondary education, with some postgraduate exposure

Other

- Available for rotational on-call After Hours Support