



ITS Global, a Canadian owned company based out of Okotoks, is a technology company focused on providing software and hardware solutions and excellent customer support for feedlot operations of any size to assist them in running a successful, profitable and sustainable operation.

For our support team, we are currently looking for a **CUSTOMER SUPPORT OFFICER**.

The Customer Support Officer is part of a team supporting our clients in the livestock industry, and focuses on the following attributes:

- Product Support – gain a thorough understanding of our software products and our customers' businesses in order to provide excellent customer service.
- Sales Support – ability to communicate customer needs for hardware and software upgrades.
- Technical Support – basic understanding of computers and peripherals.
- Development Support – functional involvement in product enhancement.

PRINCIPAL FUNCTIONS:

- Receive phone calls and assist clients using remote connections – troubleshooting software, network and device issues.
- On-call support rotation.
- Test and document deficiencies in software for development team, internal testing and replication of issues observed by client sites.
- Translate client and industry needs and wants into documentation and work together with the development team to create development specifications and be involved in testing the specified outcome.
- Prompt and accurate logging of all customer activity and development efforts in the required system.
- Provide training where necessary to internal and external customers.
- Improve processes within the company to increase the level and quality of service provided to internal and external customers.
- Some travel to client sites will be required (overnight stays on occasion).
- Assisting at Tradeshows.

EDUCATION, EXPERIENCE & SKILLS REQUIRED:

Education:

- Agricultural Diploma or University Degree in Agriculture – preferably Beef production focus, or similar work experience/technical diploma/support role experience with a strong understanding of Beef production.

Work Experience:

- Direct beef production experience, ideally in a feedlot setting.

Skills / Abilities:

- Unwavering commitment to providing excellent customer service – A people person.
- Demonstrated analytical and problem solving skills.
- Strong time and task management skills, managing concurrent activities.
- An aptitude to quickly learn the ITS software products and understand client business enterprises.
- Effective verbal and written communication skills.
- The ability to interact professionally with diverse stakeholders.

MUST HAVES:

- Valid Alberta Driver's license (drivers abstract will be requested)



ADDITIONAL STRONG ASSETS:

- Software support experience, troubleshooting issues via remote connections.
- SQL Server Knowledge.
- Strong Listening skills and ability to identify and empathize with customer situations.
- Creative and Innovative thinker – able to see the bigger picture and problem solve quickly.

WHAT WE OFFER YOU:

- Competitive salary (based on qualifications/experience)
- Benefits package
- Flexible work environment promoting family/work balance
- A fast-paced environment with professional and progressive peers
- A great working environment
- Fun!

Please submit, in confidence, a resume detailing qualifications, experience and references to:
Human Resources, ITS Global, Box 1316, Okotoks, AB. T1S 1B3
Email: careers@itslivestock.com