



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 cattle feedlot operations.

For our support team, we are currently looking for a **CUSTOMER SUPPORT OFFICER** to cover an 18-month Maternity/Parental leave. Remote/Work-from-Home to be considered for the right candidate.

As a Customer Support Officer, you are part of a team supporting our clients in the livestock industry, with a primary responsibility to provide excellent support to our clients on our software products. As an industry expert, you will work closely with our development team on the enhancement and innovation of our products.

GENERAL TASKS:

- Receive phone calls and remotely assist clients.
- Test and document deficiencies in software encountered by client or internally for development.
- Translate client and industry needs into documentation and work with the development team to create specifications and be involved in testing the specified outcome.
- Prompt and accurate logging of all customer activity and development efforts.
- Provide training where necessary to internal and external customers.

EXPERIENCE/SKILLS REQUIRED:

- Understanding of Cattle Feedlot Operations.
- Effective verbal and written communication skills.
- Affinity to technology.
- Ability to provide excellent customer service (people person).
- Analytical and problem-solving skills (logical thinker).
- Willingness to learn and improve skills.

MUST HAVES:

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

NICE TO HAVES:

- Software support experience.
- Experience with ITS Global Software (feedIT, Animal Management, deliverIT)
- SQL Server Knowledge.

WHAT WE OFFER YOU:

- Extensive training on all our software products.
- Competitive salary (based on qualifications/experience).
- Benefits package.
- Professional, but flexible work environment promoting family/work balance.
- Work-from-Home work environment to be considered
- A great working environment.

Please submit your resume detailing qualifications, experience, and references to:
careers@itslivestock.com - ITS Global, #40, 64062 393 Ave East, Okotoks T1S 0L1