**TITLE**: T1 Client Support Agent

**DEPARTMENT**: Client Support/Application Support

**REPORTS TO**: General Manager

**REMUNERATION**: $45,000+ (commensurate with experience)

**l. Summary**

The role of a **Tier 1 Customer Support Agent** will require a knowledge of POS software. In this role as a support team member, the individual will have a background in or understanding of **retail** operations as well as customer service or support experience. **This remote position also involves on-call rotation.**

**II. Essential Duties and Responsibilities**

* Responds to phone and email support inquiries from our 1000+ customers.
* Help identify, determine, recreate and resolve or escalate issues using existing guidelines and standardized tools. Create service tickets in ConnectWise Manage.
* Provide customer support of POS systems via remote access. Where issues are identified, troubleshoot and provide guidance to ensure resolution. If required, escalate issue to Tier 2 Support.
* Work cross functionally with department teams – deployment, development, support, training and marketing
* Exceptional time management, organizational and interpersonal skills.
* Positive attitude and sincere willingness to constantly learn and grow.

**IV. Skills & Qualifications**

* POS system experience in a retail environment:
  + Ordering and receiving
  + Inventory management
  + Cash functions
* Basic understanding of Lan/Wan networking
* Experience with ConnectWise Manage an asset
* English (spoken & written), French (optional)