

TITLE: T1 Client Support Agent
DEPARTMENT: Client Support/Application Support
REPORTS TO: General Manager
REMUNERATION: \$45,000+ (commensurate with experience)
START DATE: August 5, 2025

I. 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 1300+ 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.
-

III. 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)