

CAREERS

Application Support Engineer

Role Overview:

ISA is looking for an Application Support Engineer to provide enterprise-level assistance to our customers. You will diagnose and troubleshoot software and hardware problems and help our customers install applications and programs.

Application Support Engineer responsibilities include resolving diverse issues, and using remote desktop connections to provide immediate support. You will use email and chat applications to give clients quick answers to simple IT issues. For more complex problems that require detailed instruction, you will contact clients via phone and/or provide clear, written instructions and use technical manuals.

To be qualified for this role, you should hold a degree in a relevant field, like Computer Science, IT or Software Engineering. Microsoft and able to create queries from databases, using SQL (Structure Query Language). If you are indeed a helper, enjoy assisting people with issues and are able to explain technical details simply, we would like to meet you.

Key responsibilities:

- ✓ Proactively enable first and second Tier to resolve incidents without undue escalation.
- ✓ Work as part of cross functional, passionate Kanban (JIRA) project teams ensuring high quality delivery is at the heart of the service process from requirements definition through to delivery;
- ✓ Take an active role in the management and refinement of a backlog of bugs and tactical platform fixes;
- ✓ Handle escalated calls from 1st / 2nd line service desk analysts;
- ✓ Proactively improve monitoring, alerting and end to end requirements;
- ✓ Proactively bring issues and problems to the attention of the team; generating, proposing and implementing innovative solutions to solve them;
- ✓ Taking ownership of customer issues reported and seeing problems to resolution;
- ✓ Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues;
- ✓ Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams;

Requirements:

- ✓ Foreign language skills: English (required) French and Spanish (favoured)
- ✓ Proven work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role
- ✓ Hands-on experience with Windows OS environments
- ✓ Good understanding of computer systems, mobile devices and other tech products
- ✓ Ability to diagnose and troubleshoot basic technical issue
- ✓ Excellent problem-solving and communication skills
- ✓ BS degree in Information Technology, Computer Science or relevant field;
- ✓ Good knowledge on: OS Windows, Windows Office; SQL; Python; API REST;

Please send the application to peoplecareers@isasensing.com with the Code: 2018SE02