

Help Desk Analyst (Location: Richmond Hill, ON)

The Organization

Microdea Inc, (www.microdea.com) has built a significant practice over the past 15 years in the areas of Imaging, Document Management, Business Process Optimization, Workflow and Integration, and Custom Development. We are a successful organization, located in northeast Toronto, selling directly and with our channel partners throughout North America,

We are passionately committed to the success of our customers and we work hard to build a long term trusted relationship. We deliver what we promise and create value in the process.

With the strong backing of our clients in the Transportation, Healthcare, Education, Insurance and Financial Services sectors, the potential for the growth of sales of our solutions within the North American market is significant. Our long term customer relationships and high customer satisfaction are key competitive advantages in selling new clients. Our products are respected in the marketplace and generate a positive ROI for clients in less than a year.

The Position

We are looking for a Help Desk Analyst to work out of our Toronto office. This is a full time, customer facing position in a fast paced, hands on, team environment. You will be working with the latest technologies to deliver solutions to our clients. Successful candidates will have a commitment to excellent customer interaction,

Microdea is committed to internal personnel development and promotion. This role provides an entry point into Microdea and affords the candidate an opportunity to progressively advance into areas of customer support, professional services and project management.

Requirements

- A minimum of 1 year REAL WORLD experience
- Strong written and spoken English skills
- Ability to “think on your feet”, understand the issues that the client is expressing
- Demonstrable skills and interest in problem solving in a multi-tasking environment
- Relevant industry experience with Enterprise Level Application Software
- Ongoing dedication to learning and advancing skills

Experience with some or all of the following:

- SQL 2005/2008 or similar databases
- Windows Server 2003/2008 configuration & management skills
- IIS, Windows 7, Microsoft Active Directory, Networking
- X64 platform and Com+

The Compensation

Compensation includes salary and benefits and is commensurate with experience.

If you'd like further information please email us your resume to hr@microdea.com