

## Customer Support Representative

Roadware Group Inc. is a multi-national company with over 35 years of highly specialized experience in Infrastructure and Pavement Management technology and data collection services. The company's mission is to provide premium quality information gathering products, services and support to infrastructure and transportation organizations throughout the world. To find out more about our firm, please visit our website [www.roadware.com](http://www.roadware.com).

We have an immediate requirement for a full-time experienced Customer Support Representative.

Reporting to the Director, Manufacturing & Support Services and as a part of the Customer Support team, you will use your strong analytical and problem solving skills to maintain, repair and support ARANs and products created by Roadware.

### Summary of Responsibilities:

**Your tasks will include the following:**

#### Duties:

Service and Maintenance:

- Service and maintain a group of ARAN customers and their Roadware products
- Provide email and telephone support to Roadware customers.
- Perform annual Preventative Maintenance on the ARAN's subsystems and workstations.
- Provide on-site support as needed (with little notice) and organizing applicable travel arrangements.
- Provide warranty support to applicable customers.
- Install upgrades of hardware and software on existing customers as required.
- Provide feedback in the form of ECR's, NCR's and Corrective actions to other departments to improve product reliability and quality.
- Provide training to end users of Roadware hardware and software products.

#### Administration:

- Maintain proper documentation of customer information and logs.
- Labour documentation in the form of a timesheet is to be submitted every 2 weeks.
- Notarize customer complaints and product failures and follow up with appropriate actions.

#### General Working Conditions:

- General work hours of 8:30 to 5:00 in the office.
- On-site customer working hours may vary depending on customer convenience
- Provide help to other departments as needed after primary responsibilities are completed.
- Maintain an organized and tidy working environment.
- Pleasant appearance and appropriate dress required both at Roadware and on-site with customers.
- Provide a pleasant phone manner and professional conduct during work hours.
- Extensive overtime can be necessary and expected and can include 24 hour on-call shifts.
- Approximately 10 to 20 weeks of travel to non-Paris facilities per year may be required, and can include any country in the world.
- On-call support approximately one weekend a month on a rotational basis with other CS staff.

**Attributes/Skills Required/Sought:**

- A strong working knowledge of Windows operating systems (including, but not limited to Windows XP and 98).
- Knowledge of MS DOS and QNX (Unix or Linux).
- Excellent verbal and written communication skills.
- Strong analytical skills.
- Strong problem solving skills.
- Ability to work with minimal supervision.
- A background in Electrical/Electronic Technician/Technologist.
- Experience using a solder iron.
- Strong working knowledge of computers.
- A positive attitude and enthusiastic team player.
- Willingness and ability to travel on short notice.
- Must possess and maintain a valid driver's license

**Certificates or Designation Required:**

- Preference will be given to candidates with a two year community college in Electronics or equivalent.

All interested parties are invited to forward their resumes in electronic form to Pauline Levean at [plevean@roadware.com](mailto:plevean@roadware.com). Please quote "Customer Support Representative" in subject line. We thank all applicants for their interest, but only those selected for an interview will be contacted.