

Accounting Software Customer Support and Customer Training

Summary of Position:

Axon's software package is used in the transportation industry throughout North America. We are looking for outgoing, professional individuals who want to work at a highly energetic, fast-growing company. The position we are looking to fill is **Software Customer Support and Customer Training**.

This is not your typical "tech support call center." Axon operates out of one of the most modern, spacious offices in the city. The atmosphere we aim for is friendly and welcoming, while professional. The last thing this job will be is monotonous, so only those who wish to keep their brain active and constantly improve their skillsets need apply. You will be part of a team that prides itself on providing customers with the best technical support and training in the industry. All customer support is done online and over the phone so no travel will be necessary.

We are looking for individuals with a positive attitude and a thirst for knowledge. At Axon, instead of doing the same old boring thing day after day, you will always be faced with new and interesting challenges. If everything so far sounded good to you then you might be somebody we want on the team, so please apply!

Axon offers a **competitive base salary**, a **health benefits package**, and **close access parking** passes.

Brief Overview of Responsibilities:

- Capable of understanding the customers' questions, suggestions, and any issues within the software using strong **analytical skills**.
- Capable of taking the questions, suggestions, and issues identified, and providing a solution to the client using strong **problem solving skills**.
- Draw on the expertise and experience of fellow technical support members and programmers to come up with a solution in an accurate and timely manner. We are a tight-knit group, so it is important that you can be a **team player** and **work well with others**.
- Document information from telephone and email conversations with clients, paying special **attention to detail**. Strong **written communication skills** are necessary.
- Provide courteous and efficient software support, so strong **verbal communication skills** and **patience** with customers will be important.
- All of this must be done in a timely manner. Because of this, the candidate should have strong **time management** and **organizational skills**.

Education/Qualifications:

Preferred applicants will have 2 or more of the following:

- A post-secondary diploma in finance, accounting, or any related field of study
- Experience with other accounting software packages (Ex. Quickbooks, Simply Accounting, Accpac)
- Past experience in customer-service-related positions
- Familiarity with computers and a variety of software

To Apply:

Please send resumes and cover letters via email to kuntz@axonsoft.com with the subject: "Attention: Derek Kuntz."

We would like to sincerely thank all applicants, but only those scheduled for an interview will be contacted.