Coyote Software Corporation (www.coyotecorp.com) provides superior software solutions and IT consultation to service-oriented businesses. Our employees are active contributors in a collaborative team environment, and we are passionate about the quality of our work and the success of our clients. We offer challenging and exciting work, with a competitive salary and comprehensive benefits.

Position:	**Software Support Analyst**
Team/Division:	Client Services Team
Location:	Burlington, ON, Canada
Posted:	November 22, 2019
Job description:	We are excited to be seeking a new member for our Client Services team! The Client Services Team ensures that our customers always receive great support and quality software. Ours is a dynamic working environment that thrives on teamwork, individual skills, and focused effort to get the job done. Our analysts apply themselves in flexible, creative, and cooperative ways to meet our goals. We continually strive for excellence in ourselves, our products, and our services.
Role/Duties:	*In this role you will:* • Professionally deliver customer support by phone, email and remote connection. • Take ownership of issues and escalate them appropriately. • Master Coyote's software solutions to troubleshoot, problem solve, and to provide customers with best practices advice. • Analyze and amend software errors in a timely and accurate fashion providing status reports where required. • Critically test software, estimate testing effort, communicate status, assess quality accurately, and track issues through the completion. • Ensure that response time and resolution objectives are met. • Accurately document support calls and resolutions. • Effectively contribute suggestions and new ideas and facilitate resolutions. • Proficiently write or edit documentation, user manuals, and test plans. • Willingly take on other tasks as required.
Required skills:	*As a qualified applicant, you are able to:* • Demonstrate a persistent positive attitude. • Positively manage customer expectations and be a customer advocate. • Translate technical information to user-friendly language. • Learn new software products as required and have experience with web applications. • Respond effectively to changing priorities in order to meet support response objectives and testing timelines. • Proactively communicate issues, resolutions, support queue status, as well as testing progress and results to your other team members, team members of other departments, and management. • Leverage knowledge of Microsoft operating systems, software, systems administration, networking, and hardware. • Experience with Microsoft SQL Server, .NET Web, and JavaScript development environment is an asset

Salary:	This is a full-time position with a competitive salary and full benefits. **Salary expectations must accompany a reply for your application to be considered.**
To apply:	Please send résumé and cover letter with salary expectations by email to careers@coyotecorp.com including "Support Analyst" in the subject.

While we appreciate and review all applications, only those considered most qualified will be contacted for an interview.