



PBS Systems is currently seeking an experienced individual to join the busy helpdesk team as a Client Services Support Analyst. The helpdesk is an inbound call center assisting our customers (automotive dealerships) using the PBS product. Our energetic team is looking for a creative, innovative and enthusiastic individual who is willing to start their career providing world-class customer service. As a Client Services Support Analyst you need to be able to communicate effectively, provide empathy for the customer, as well as build and maintain positive relationships.

**Responsibilities will include:**

- Provide excellent software support to our customers
- Ensure support services are delivered professionally and effectively
- Work on project teams supporting other departments and installation needs
- Monitor and respond to helpdesk tickets assigned to the your team
- Notify management of critical issues
- 1-2 weeks per month Travel within North America **\*required\***

**Any of the following would be considered an asset:**

- Customer service experience
- Possess excellent communication and analytical skills
- Knowledge of Microsoft Windows and Microsoft Office
- Strong Analytical and Organizational Skills
- Dealership experience an asset
- Works well both with a team and independently
- Ability to embrace variety, structure, change and innovation

This posting is for the Calgary office only