



PBS Systems is currently seeking an experienced individual to join the busy helpdesk team as a Client Services Technical Support Analyst. The helpdesk is an inbound call center assisting our customers (automotive dealerships) with their technical needs while 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 Technical 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 technical support to our customers
- . Ensure support services are delivered professionally and effectively
- . Work on project teams supporting technical set up and installation needs
- . Monitor and respond to helpdesk tickets assigned to the technical team
- . Notify management of critical issues
- . You must be able to travel to our customer sites (Valid Driver's License and Passport).

Required Skills:

- . Possess excellent communication and analytical skills as well as strong organizational abilities
- . Thorough understanding of PC hardware and software and of Microsoft products
- . 1-2 years of customer service excellence in a support position
- . Windows 2000 Pro/XP/Vista/Windows 7, Windows 2000/2003/2008 Server,
- . Basic LAN/WAN, general understanding of industry standard business applications
- . Strong analytical, problem solving and troubleshooting skills
- . Experience managing Active Directory and Windows Terminal Servers
- . Ability to work with deadlines
- . Good interpersonal skills

This posting is for the Calgary office only