



TECHNIDATA IS RECRUITING

A Customer Service Analyst

Permanent full-time position – 100% Home Office

WHO ARE WE?

TECHNIDATA is a subsidiary of the TSS CSI group, a leading vertical software publisher in Europe and worldwide with an annual revenue of more than 2 billion €. TECHNIDATA is a certified ISO 9001 and 13485 software publisher in the field of IT solution for medical laboratories.

With a background of 30 years of experience and knowledge in the organization and management of Laboratory Information Systems, TECHNIDATA provides the design, distribution, installation, and maintenance of the solutions for more than 650 customers worldwide.

Our 150 employees across 6 subsidiaries in Europe, America and Asia, work together around common corporate values that promote quality, respect and passion.

We are conducting a transformation project in which the development of our employees and the satisfaction of our customers are at the center of our concerns and our growth dynamic.

In order to support our development in the North American region we are recruiting a **CUSTOMER SERVICE ANALYST**.

WHAT YOUR DAILY ROUTINE WILL BE?

- Reporting to the Implementation and Support Manager, your main tasks will be to:
 - Provide technical support for TECHNIDATA products (generally level 1, but sometimes level 2)
 - Record, describe and track customer requests in line with service commitments (e.g. 24/7 service)
 - Prioritize and respond to customer requests, and inform them of the solutions found, in accordance with support procedures or managerial directives.
 - Ensure immediate handling of P0 and P1 incidents and inform management.
 - Formalize recorded information related to requests
 - Find technical solutions and resolve incidents
 - Update site configuration

- Inform the sales team of customer requests not handled by support
- Coordinate outsourced incidents
- On-call for critical incidents on nights and weekends on a rotating basis with other team members.

Depending on the profile recruited, additional tasks may be considered, such as product installation, staff training, managing connection unit tests and creating internal documentation.

WHO ARE YOU?

- Bachelor's degree or DEC in computer science or health technology or equivalent experience.
- Knowledge of medical laboratories and the healthcare network is a major asset.
- You have skills in operating systems (MS Windows - Server, client, RDP (remote maintenance), etc / basic Unix/Linux - VI commands, DCP, Mgate, etc), databases (MS-SQL Server and Oracle), and communications (TCP/IP networking, HL7 and ASTM, secure connectivity - VPNs, TeamViewer, Dameware, etc).
- You have a keen interest in solving technical problems and delivering outstanding service to your customers.
- You are recognized for your interpersonal and writing skills.
- Autonomous, you know how to organize and prioritize your activities appropriately.
- Reactive, you have a sense of priorities and a good grasp of problem-solving methods.
- A good level of written and spoken English and French is required to work effectively in a multicultural and international environment

WHAT WILL BE YOUR FUTURE BENEFITS AS AN EMPLOYEE?



An attractive **fixed and variable** remuneration package that values performance



An integration program with training adapted to your future position



Competitive **health benefits**



100% teleworking job with a coworking space in Montreal (Canada)

By joining TECHNIDATA, you will evolve in an international Group on a human scale, while benefiting of a pleasant working environment. Without further delay, apply and join the TECHNIDATA adventure!