

## **Technical Support**

Comtech is a fast growing restaurant POS software company that has a large customer base across Canada. We are a dynamic company focused on innovation, quality and customer service. Our newest iPad POS solution is expanding exponentially and we are looking for highly talented candidate to be part of our team. This role primarily provides first level IT supports for all clients and perform top level on site troubleshoot, installation and training services.

Industry: Information Technology/Computer Software

Required Education: 2-Year Degree or Tech School Diploma

Employee Type: Full-Time Employee

Required Experience: At Least 1 Year

Required Travel: YES

Salary: \$30,000 - \$40,000

### **Responsibilities will include:**

- Review reported issue by client and determine if problem can be resolved over the phone or required to be service on site
- Visit clients on site and troubleshoot any hardware/software related issues; typically issue can be resolved by replacing the hardware
- Perform full system installation at client's location includes wiring, printers, servers, monitors and cash registers setup
- Coordinate point of sale system installation and training for local and non-local clients
- Assembling PC, create and/or edit POS databases
- Provide after-hours (nights and weekends) support
- Working on-site at the client's business location for "Live Day" support the first time they use their new POS system
- This position requires flexible work hours with extensive travel

### **Qualifications:**

- Possess computer hardware and operating software knowledge
- Desktop and windows support experience
- General knowledge on assembling computer hardware
- MS Access / MS Excel, MS SQL database knowledge
- Good communication skills in English, Mandarin and Cantonese
- Experience working with POS systems or other database programming preferred
- Knowledge with iOS system is an asset
- Highly self-motivated with good computer and customer service skills
- Ability to operate a vehicle with good driving record, valid driver's license and proof of auto insurance (Mileage reimbursement is included in the compensation package)
- Bachelor's degree or College diploma in computer programs or equivalent work experience
- Demonstrate good judgement, responsible and the ability to effectively problem solve.
- Hardware / Software experience helpful:  
POS-X, Epson, HP, Cisco, Honeywell (barcode scanners), iPads, CAS Scales  
Windows 7 Pro, 8.1, SQL Server

Compensation varies based on applicant experience. Interest candidate can forward resume to: [comtechcda@gmail.com](mailto:comtechcda@gmail.com) with reference #CT1314

