

## Client Services - Support Specialist

We are currently seeking a **Software Applications Support person** (Client Service Specialist) to join our Edmonton team. This is a unique role that is client focused and hands on, assisting end users to make full use of the application software through the provision of timely, courteous and effective problem solving, as well as occasionally providing one-on-one client training.

### DUTIES AND RESPONSABILITIES

- Provide telephone support to end users of Reflex application software
- Work with the company's implementation team to assess and understand the client custom requests
- Liaise with clients to resolve any developer or deployment issues
- Perform Quality Assurance testing on core and custom features within product
- Assist with development of instructional aids for applications and for written functional specifications for new reports and processes
- An aptitude for independent learning, must be comfortable learning new software and understanding the product and how it is utilized in various scenarios
- Work with clients to plan and deliver training sessions

### QUALIFICATIONS AND ABILITIES

- Post secondary education in Business/Finance or Accounting
- Strong service-oriented attitude and ability to meet project deadlines
- Disciplined and detail oriented approach to problem resolution
- The ability to troubleshoot problems in a timely manner
- The ability to apply your accounting knowledge in different situations
- A team-oriented approach to achieve best results in client issue resolution
- Excellent time management skills
- Strong written and verbal skills
- Experience with Microsoft Office Suite products
- Knowledge of Crystal reports and SQL would be a beneficial
- Must be self motivated and work with minimal supervision

If you are interested in joining our team, please forward your resume (in MS Word or PDF Format) to: [mparadis@thereflex.com](mailto:mparadis@thereflex.com) or if you prefer you may submit your resume by mail or fax to:

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