

Technical Customer Support Representative, Operations

Location: Kitchener, Ontario
Full time

What you'll do:

Reporting to the Associate Vice President, Operations, you will be working in a dynamic environment providing enterprise SaaS application and Amazon Web Service (AWS) support to our customers.

You will be part of a high-performance team, and your responsibilities will include:




- Troubleshooting Delego application software issues reported by customers.
- Excellent interpersonal and customer care skills.
- Ensure excellent and responsive customer service in accordance with agreed upon SLAs.
- Ability to diagnose customer AWS environment issues.
- Responding to customer telephone calls and escalations.
- Proactive monitoring of application behaviour.
- Maintaining customer contact and call ticket information within an existing database.
- Researching technical issues.
- Position may require some weekend work.
- Position requires some on-call duty on a rotating basis.
- Working with the AVP of Operations to develop reusable procedural and diagnostic documentation.
- Collaborate with the Delego Operations team to define best practices, metrics, and standards around cloud and application service resilience.

London – Global Headquarters

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Kitchener

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 info@delegopayments.com
 delegopayments.com

What we're looking for:

Specifically, the ideal candidate should have:

- University or College level in a computer science or technology program (or equivalent).
- Minimum of 2 years of experience working in an application support environment.
- Previous experience working in or supporting cloud environments.
- Strong organizational skills.
- Strong communication skills, both written and verbal.
- Ability to multi-task.
- Strong analytical and problem-solving skills.
- Must work well under pressure to meet the demands of our customers.
- Willing to get hands dirty and work with the team day-to-day.
- Be humble - Have humility and be respectful; no egos allowed.
- Be effective - Get stuff done!
- Be transparent - Open and honest to self and others.

What's the next step?

Submit your resume to careers@delegopayments.com with subject line **Technical Customer Support Rep, Operations**.

About Delego

Delego is a global leader in securing and integrating electronic payments for top-tier companies running SAP. Our PCI compliant cloud solutions complete our customers' payment ecosystems, integrating to over 50 payment processors and providing unrivalled data security with proprietary tokenization technology. More than 100 leading companies have chosen Delego as their payments partner.

Delego provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Delego Software Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.