



## Technical Support Executive – Toronto

WM Software Ltd, Toronto, provides 'Windowmaker' and its ERP modules to small and large manufacturers throughout North America's window and door industry.

We have an opportunity for a Technical Support Executive to join the Toronto team for our North American operations. The position involves comprehensive technical support to customers. This role calls for a dynamic and proactive executive with excellent problem solving aptitude and communication skills.

You will be responsible for:

- Providing prompt resolution of customer issues via telephone, email or online.
- Pre-sales technical support to the Sales team.
- Detailed Project discovery
- Project implementation and training for solutions purchased by customers
- Technical training to customers.
- Ensuring the CRM database is kept up-to-date, to facilitate prompt invoicing for support charges
- Documenting problems and resolutions for inclusion in KnowledgeBase for future reference

If you are an organized person with excellent English and communication skills, have a good working knowledge of MS Office, and above all, a passion for problem-solving, then this might just be what you have been looking for! Exposure to the window industry or fluent French language would be an added advantage.

A competitive salary, on-the-job training and great career prospects make this an opportunity not to be missed!

To apply, send your updated CV and a covering letter to [hr@windowmaker.com](mailto:hr@windowmaker.com)

Location	Toronto, ON
Type	Permanent
Hours	Full-Time
Salary	Depending on experience + Sales Commission based on performance
Start Date	ASAP
Contact Details	<a href="mailto:hr@windowmaker.com">hr@windowmaker.com</a>

