

HR SOFTWARE SUPPORT SPECIALIST

Company: **Corporate Renaissance Group**
Division: **CRG emPerform**
Location: **Ottawa, ON**
Job Type: **Software Support**
Experience Level: **1-2 years**
Industry: **Human Resources Software**

CRGroup is seeking a highly energetic and self-motivated Software Support Specialist to join the CRG emPerform team. The Software Support Specialist would be a key member of the implementation & support team, responsible for communicating with clients and supporting customers of CRGroup's award-winning employee performance management solution, emPerform. This is a full-time position reporting to the emPerform Senior Support & Implementation Specialist.

Key Responsibilities:

- Get to know our software inside and out to show customers how to successfully use the software to meet their goals and objectives
- Develop a trusting relationship with customers. Respond to and resolve inbound support issues through phone calls, web meetings and screen share protocols.
- Ensure all support requests are accurately tracked in CRM and responded to / resolved within Service Level Agreements.
- Resolve issues where possible, otherwise provide the relevant information/analysis to reproduce the issue prior to escalation to Product Development.
- Ensure that all incidents owned are followed through to resolution whilst keeping all stakeholders fully informed on progress.
- Be flexible and open to work across teams to ensure priority projects are completed in a timely manner.
- Be actively involved in the preparation, conception, realization and Go-Live of customer implementations and support projects.
- Be the voice of our customers, advocate for their needs and collaborate with Product Management to shape the product roadmap.
- Assist in testing defect resolution and post-deployment of new functionality.
- Contribute to the Customer Knowledge Base by updating and creating articles to enhance and facilitate self-service support for our Customers.
- Assist with the creation of client training material (guides and videos) as needed.

Ideal Candidate:

- Experience in software customer support or another customer-facing role.
- Able to communicate at all levels within any organization; excellent written communication, verbal communication, active listening and presentation skills.
- Customer orientated, including recognizing the business impact of issues and recognizing when to escalate to Management.
- Be a self-starter; able to work productively with minimal supervision.
- Flexibility, ability to change priorities quickly and capacity to handle multiple tasks.

- Able to provide occasional support outside regular business hours.
- Experience working within a SaaS environment.
- Knowledge and experience in HR technology sector or some overall HR functional experience is considered an asset.

Education Requirements:

- University degree or College Diploma; preferably in Business or Human Resources
- Strong business process and analytical skills are essential
- 1-2 years of customer-service experience; preferably in software or business support

ABOUT US:

Since 1989, Corporate Renaissance Group (CRGroup) has been a global provider of innovative business solutions that improve business performance and increase efficiency. CRGroup is a member of the Microsoft Partner Network headquartered in Ottawa, Canada, with offices throughout Canada, South Africa, India and the United States. CRGroup is a proud Quisitive company. For more information, visit www.crgroup.com



CRG emPerform is an award-winning employee performance management software solution, one of many solutions offered by CRGroup. This all-in-one suite includes robust functionality to simplify and automate core talent management processes, including: performance appraisals, compensation management, 360° multi-rater feedback, succession planning and reporting. emPerform is easy-to-use, highly customizable and guarantees the best value in talent management software. emPerform has a diverse client base in industries such as healthcare, logistics, manufacturing, not-for-profits, public sector, and financial services. To learn more, visit: www.employee-performance.com

A GREAT PLACE TO BE...

Get involved in some exciting and groundbreaking endeavors. Become a part of our community and you'll find yourself in an innovative and challenging environment where the sky's the limit, and you'll be working with a group of professionals whose reputation for quality and excellence is second-to-none.

If you're a technology-loving self-starter, seeking to expand your horizons in a dynamic, high-growth environment, we're looking for you. We offer a generous benefits plan, lots of fun social events, and co-workers who are committed to providing leading-edge products and services.

APPLY NOW:

To apply for this position, please send your resume to careers@crgroup.com