



Job Title: Software-support agents

Hours: 18-24 hours per week (six-hour shifts)

Remuneration: \$18/hour

DRAXware is a software development company which specializes in project-management solutions for major industrial projects. Our software is currently used by clients throughout North America. In partnership with Gemstone Group of Companies, DRAXware has developed Gemstone Travel Management Systems (GTMS), a fully unified database, reporting system and reservation software for an almost infinite range of services on large-scale projects.

We require four people to provide 12-hour-a-day, seven-day-a-week call-center tech support to our clients. For enthusiastic and optimistic employees, the potential for additional opportunities is unlimited. The schedule is rotating and part-time at present, with the strong probability of a full-time, regular schedule in the near future.

Duties:

- responding to telephone and email support requests from end-users of a multi-function SQL-based software system
- ensuring that databases are completely updated and correctly formatted
- creating and updating existing user data, including vital business-related information
- patiently working with clients who may not be entirely comfortable with technology

Requirements:

- Post-secondary education (at a minimum) related to programming, project management and/or software development
- Appropriate English-language communication skills, both written and verbal
- Experience with databases and reporting systems, particularly those using SQL
- Strong interpersonal skills and the ability to succinctly and clearly explain potentially complex or daunting processes

Application deadline is noon on Sept. 6, 2013 with a projected start date of Sept. 16, 2013. Candidates in Edmonton will be given first consideration.

For more information, or to submit your CV, please contact Dr. Jianfei Xu at jxu@draxware.com or Graham Andrews at graham@gemstonegroup.ca.