

## THE COMPANY

RBRO Solutions is committed to providing its clients with the best of breed technology solutions and the highest level of end-to-end services, integrated software products, and customized snap-in software solutions. We are partnered with the global leaders specializing in ECM solutions, providing adoptable and scalable improvements to increase business efficiency and agility.

RBRO team members are chosen for their integrity and belief in the pursuit of excellence along with a solid commitment to client service.

## THE OPPORTUNITY

In this role, you can expect to:

- Build your career with a vibrant technology company;
- Work in Pickering where you can reduce your commuting time and avoid traffic headaches;
- Look forward to a competitive salary and medical benefits;

## THE POSITION

If you want to become an integral member of a progressive organization and create products that drive our business, look no further. We are currently seeking a skilled Technical Support Analyst to join our team. Your responsibilities will be to:

### Daily Activities:

- Provide client and internal support for DMS, ECM and CRM solutions;
- Interact with end users to define system requirements and provide support to resolve problems or enhance their understanding of our software and solutions.
- Assist with the preparation and maintenance system application and end user documentation;
- Prepare and document workarounds for internal services and development groups;
- Collaborate with the internal product management and development teams regarding the effectiveness of RBRO products in client environments.
- Analyze, test, document and implement computer programs, applications and/or systems;
- Collaborate with Quality Assurance on testing plans and execution;
- Other duties as assigned.

## THE CANDIDATE

The ideal candidate to join our team would have the following:

### Qualifications:

- College or University graduate with a minimum of 3 years' experience;
- Solid understanding of HTML, XML and other web technologies;
- Proven abilities with SQL;
- Advanced knowledge of Microsoft Windows desktop and server OS (XP, Win 7, 2003, 2008)

### Skills:

- Experience with distributed network applications, and installing and configuring complex applications;
- Creative self-starter with the ability to master new concepts quickly;
- Excellent problem solving abilities;
- Capable of understanding and organizing detailed technical information;
- Clearly documents ideas, concepts, designs, tests, results, feedback and other information in an organized manner;
- Excellent verbal and written communication skills combined with exceptional listening and interpersonal skills used to build rapport with clients and diverse audiences in a variety of settings;
- Goal oriented to achieve project deadlines through self-motivation, persistence and determination;

*Interested applicants can forward their résumé to [career@rbrosolutions.com](mailto:career@rbrosolutions.com).*

***Come build your career with us!***