



Product Support Specialist

Job Summary

The ideal candidate is looking to grow his/her career and thrives in a highly collaborative and fast paced environment. We are looking for an enthusiastic self-starter who has a background in the print industry. You will become an expert in the use and implementation of Avanti's software.

As a Product Support Specialist you will be responsible for delighting Avanti's customers. This position will require the successful applicant to collaborate with internal development, quality assurance and implementation teams to drive tickets to closure and provide a world class support experience to our customers. The Product Support Specialist will combine excellent technical and functional problem solving skills with a keen business sense.

Responsibilities

- Providing rapid response and resolution to complex product issues
- Maintaining the highest level of client satisfaction by providing proactive support and consistently exceeding client expectations
- Develop deep product expertise
- Reproducing and meticulously documenting software defects, making recommendations for product enhancements where appropriate
- Help create and maintain knowledge base content
- Collaborate with team to improve internal processes and procedures

Requirements

- Superior communication, organizational, and problem solving skills
- Enjoy sharing knowledge and helping others
- Ability to work flexible shifts
- Bachelor's Degree in Graphics Communication Management or equivalent print disciplines
- One to three years of related experience in print production or estimating an asset

If you have the right expertise and energy to succeed, we'd love to hear from you. Please email your resume to Shiraz (sisrael@avantisystems.com).

About the Company

Avanti provides JDF-certified Print MIS Software that helps commercial print shops and in-plant print facilities automate all facets of their business. Celebrating 30 years in business, Avanti specializes in software solutions for Sheet fed, Web, Digital, Large Format, and Binderries with integrated modules extending from Web-to-Print through to Print Production, CRM and Direct Mail Management.