



CURRENT OPPORTUNITY

Title: **Municipal Technical Support Specialist**

Employment Type: **Full-time**

Experience: **Entry level**

Join a dynamic team, focused on helping Municipal Governments “Connect and Simplify Municipal Information.”

We are a software and service company with the goal of being an Alberta based technology company recognized across Canada. We are a small team that has seen year over year growth and is well positioned to increase our breadth and depth within the niche rural and small urban market, and we are looking for top-talent team members who can help take us to the next level.

About MuniSight.

MuniSight is a fast growing and award-winning technology company that serves small urban and rural municipal governments across Canada. We offer competitive compensation, full paid vacation, and comprehensive health & dental benefits. We focus a lot energy on professional development as we want our employees to ride the wave and grow with our business. We strive to be an example of a successful high-growth technology company in Alberta, and our team members depend on each other to make it happen. This opportunity is based at MuniSight's office based in Old Strathcona (Edmonton, Alberta). Our new office includes an innovative vibe; stand up desks for all staff, foosball games, an active social committee, fitness challenges, an office dog, lounge areas, and more!

Position Overview.

- Be the first point of contact with our clients– support and communicate with our diverse municipal client base to ensure their request is heard and understood.
- Respond to customer queries in a timely and accurate way, via phone, email.
- Own our ticketing system (Salesforce) - improve the day to day usage and reporting of our system.
- Multi-tasking abilities with focus on timely completion of tasks.
- Report and Analyze - create, improve and deliver quality reports and insight.
- Support the Operations- provide support to our support team.

Position Requirements.

- A College or University degree/diploma.
- Attention to detail.
- Time and priorities Management Skills.
- Rural municipal knowledge; or, willingness to learn about the rural municipality.
- Strong ability to collaborate in a team, ability to take and give feedback.
- Strong ability and willingness to learn.
- Familiarity with how CRM systems work, Salesforce Service Console experience is a bonus
- Strong written communication and interpersonal skills when communicating with clients

To apply.

To apply, contact:

Email: admin@munisight.com

Email subject: Opportunity: Municipal Support Specialist