

Software Developer

Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

Why we need you:

The main purpose of this role is to lead the development initiatives for Quovim C3's suite of products and partner products.

Principal tasks and responsibilities include:

- To act as a primary customer contact for providing accurate and creative technical solutions to user problems of moderate and difficult nature.
- To research, resolve, and respond to questions received via telephone calls, email, web, and web chats in a timely manner, in accordance with current standards.
- To assist in the resolution of user and support issues among company sites and to assist in timely distribution of knowledge back to our customer base.
- To acquire and maintain current knowledge of relevant product offerings and support policies to provide technically accurate solutions to customers.
- To contribute and share knowledge with a company-wide knowledge base.
- To participate in team projects that enhance the quality and efficiency of support service.
- To assist in special product-related issues as needed.
- To set appropriate customer expectations and fulfill customer commitments.
- To be responsible for Professional Services and Software Development type work as needed.

Qualifications and pre-requisites:

- 4 to 5 years of experience with the following:
 - Icelib/ICWS development library (preferred)
 - WCF services (this is for the web and Windows services)
 - C# o HTML & Javascript
 - Asp.NET o Crystal Reports
 - Python (an asset)
 - MS-SQL Server 2005 or newer (T-SQL, SSIS, basic DBA knowledge)
- Technical proficiency in Windows Server and Client platforms and Networking
- Bachelor's degree or Certificate in Computer Science or related field
- Telephony experience (Inbound or Outbound) as support specialist on Genesys or similar products is an asset
- Ability to provide positive customer service and advanced communication, problem solving, and technical skills
- Ability to work in a self-directed and self-motivated environment.
- Ability to travel within Canada and the USA.
- Willingness to go all-out to meet critical deadlines on both - individual and team basis. High commitment to engagement.

- Desire to continually enhance technical and professional skills.
- Fluency in English. Working knowledge of French is a strong asset.

LOCATION: MONTREAL

APPLY: gc3recruitment@quovimc3.com