Technical Customer Support Representative, Operations

Location: Kitchener, Ontario
Full time

Delego builds cloud-based enterprise solutions to help enterprises running SAP ERP be at the forefront of e-payments with easy integration and total security. Founded in 1997 as an SAP consulting business, Delego has evolved into one of the largest providers of SAP-integrated payment solutions. Today, we help world-leading companies like SAP, L'Oréal, Maui Jim, The Globe and Mail, Descartes, Merck, Hilti and many others expand their digital payment capabilities.

We are an established company headquartered in Kitchener in a bright and scenic location overlooking the downtown core.

What you'll do

Reporting to the Associate Vice President, Operations, you will be working in a dynamic environment and part of a high-performance team, providing enterprise SaaS application and Amazon Web Service (AWS) support to our customers.

Your responsibilities will include:

- Troubleshooting Delego application software issues reported by customers
- Excellent interpersonal and customer care skills
- Ensure excellent and responsive customer service following the agreed-upon SLAs
- Ability to diagnose customer AWS environment issues
- Responding to customer telephone calls and escalations
- Proactive monitoring of application behaviour
- Maintaining customer contact and call ticket information within an existing database
- Researching technical issues
- Position may require some weekend work
- Position requires some on-call duty on a rotating basis

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- Working with the AVP of Operations to develop reusable procedural and diagnostic documentation
- Collaborate with the Delego Operations team to define best practices, metrics, and standards around cloud and application service resilience

What we're looking for

Specifically, the ideal candidate should have:

- University or College level in a computer science or technology program (or equivalent)
- Minimum of two years of experience working in an application support environment
- Previous experience working in or supporting cloud environments
- Strong organizational skills
- Strong communication skills, both written and verbal
- Ability to multi-task
- Strong analytical and problem-solving skills
- Must work well under pressure to meet the demands of our customers
- Willing to get hands dirty and work with the team day-to-day
- Be humble - Have humility and be respectful; no egos allowed
- Be effective - Get stuff done!
- Be transparent - Open and honest to self and others

What's the next step?

Submit your resume to careers@delegopayments.com with subject line **Technical Customer Support Representative, Operations**.

About Delego

Delego secures, integrates and enables digital payments for the world's largest companies running SAP. Delego's cloud-based platform secures payment data, eliminating the risk of cardholder data exposure in the event of a data breach and minimizing PCI compliance. Our solutions enable best-in-class payment experiences and integrate our customers' digital payment ecosystem with SAP.

About EVO Payments, Inc.

EVO Payments, Inc. (NASDAQ:EVOP) is a leading payment technology and services provider. EVO offers an array of innovative, reliable, and secure payment solutions to merchants ranging from small and mid-size enterprises to multinational companies and organizations

across the globe. As a fully integrated merchant acquirer and payment processor in over 50 markets and 150 currencies worldwide, EVO provides competitive solutions that promote business growth, increase customer loyalty, and enhance data security in the markets it serves.

Delego provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Delego Software Inc. complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.