

Osnium Software Inc.

35 Sinclair Avenue,
Georgetown, ON, L7G 1J3
osnium.com

Implementation Consultant

Are you a team player? Do you have a desire to understand complex problems and develop solutions? Do you thrive when challenged? Are you self-motivated? If you answered 'yes' we would love to meet with you.

We are looking for an energetic, bright, and technically savvy person to join our team. You will be surrounded by like-minded people that love the industry and have expertise in different aspects of computing.

We are a small software company based in Georgetown, ON, looking for team players that want to grow with us and be part of our team. When we aren't busy trying to solve complex problems you will find us discussing video games, movies and playing shuffle board. We strongly believe in a life/work balance and getting the best out of the work day.

RESPONSIBILITIES INCLUDE:

- Managing all aspects of client implementations. This includes, but is not limited to:
 - Requirements Gathering
 - Project Planning
 - Developing and delivering training curriculum
 - The creation and completion of technical reports
- Analyzing Reports provided by client's and creating reports to assist them with their funding
- Responsible for application training for clients, online and in person; must be comfortable presenting to groups of 10 or more
- Managing Projects for the Client, based on Statement of Work (Contract).
- Excellent communication skills required
- Must deliver professional, top quality customer service to all clients
- Take support calls from clients
- Software installations
- Manage upgrades
- Creating documentation
- Timely completion of all assigned tasks
- Other items as assigned by management

MUST HAVES:

- Reliable transportation to our office (public transportation to our office is unavailable)
- Willingness to learn and adapt to changing requirements
- Basic understanding of network infrastructure

- Detail oriented – When applying, include your name, the position title and the name of our CCO in the subject line of your application email.
- Strong analytical skills
- Good verbal and written communication skills
- Exceptional customer service skills
- Must Love Dogs

NICE TO HAVE:

- Programming Experience (C#)
- SQL Server and Windows Server Experience
- Tier 1 and 2 Support
- Understanding of Firewalls / Routers
- Relevant degree or proven IT experience

The successful candidates will be required to complete a police background check.

Please apply with your résumé and cover letter to careers@osnium.com. Those missing the appropriate subject line will not be considered.

Please note: Osnium Software is a pet friendly environment. There will be dogs wondering the office space during work hours; they are friendly, require pets and will leave trails of fur in their wake. Cats are not welcome.

We thank all applicants for their interest however only those selected for an interview will be contacted. If selected, please advise if you require special accommodation to attend the interview.

Job Type: Full-time