

Pharmacy Information Systems Support Specialist

Kroll Computer Systems is the industry leader in the development and implementation of pharmacy software solutions in Canada. We have 50 young, vibrant employees, and are looking to expand on the great development team that we currently have in our Toronto office.

We are looking for motivated **pharmacy information systems support specialists** to answer **help-desk calls** for **Windows, hardware** and **networking** support issues from our community of 2500 pharmacies. This is an office position however agents must be available to work different shifts to support our customers nationwide and have a vehicle to travel to various sites.

We are prepared to invest in your skills so that you can actively contribute to our comfortable, professional, and team-oriented working environment. Successful candidates will service calls from our customers over the phone for support of our **Kroll Windows** software and related hardware systems. We expect you to have strong Windows-based computer skills including, but not limited to, hardware and software configuration, and telephone etiquette demonstrated by past help-desk experience. Successful candidates will work with supervision and guidance but must be comfortable working independently. Experience installing and supporting Microsoft SQL Server 2005/2008 is an added benefit.

This job is for a *techie*, so applicants should fit the following criteria:

- Strong knowledge of installing and supporting Windows operating systems: Win7/2008/Vista/2003/XP/2000
- Demonstrated experience with networking equipment and protocols (TCP/IP, routers, firewalls)
- Has strong troubleshooting and problem solving skills with an analytical mind
- Strong command of the English language
- Has a love for technology and is curious about the latest and greatest tech trends
- Has excellent judgment and is able to work independently with minimal direction
- Has strong desire to succeed with an unparalleled desire to help the customer
- Has ability to react quickly and work under stressful situations
- Has ability to multi-task
- Is proud of his/her accomplishments

This is a full-time permanent position in our Don Mills, Ontario office. We invite you to send us your resume as soon as possible. Tell us in your cover letter who would win in a fight and why: the American Alligator or the Burmese python. Don't miss out on being a part of something special. If you want to work from home, this is not the job for you. Please contact us for more details.

Visit our website at www.kroll.ca and email your cover letter and resume to HR@kroll.ca.