

## Pharmacy Software 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 software support specialists** to answer **help-desk calls** for pharmacy software support 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.

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. We expect you to have strong Windows-based computer skills and telephone etiquette demonstrated by past help-desk experience. Successful candidates will work with supervision and guidance but must be comfortable working independently. A working knowledge of pharmacy is an added benefit.

This job requires a 'people-person', and applicants should fit the following criteria:

- Strong command of the English language
- General awareness of current technologies
- Has excellent judgement and is able to work independently with minimal direction
- Has strong desire to succeed with an unparalleled desire to help the customer
- Has strong problem solving skills and an analytical mind
- 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 off-site or from home, this is not the job for you.

Visit our website at [www.kroll.ca](http://www.kroll.ca) and email your cover letter and resume to [HR@kroll.ca](mailto:HR@kroll.ca).