

Job Posting: Technical Customer Support Specialist

Departement:

Customer Support

Employement Type:

Full Time

Minimum Experience:

2 to 5 years

Are you looking to get involved in a field that allows you to explore your talents and grow? We are always looking for people with passion and initiative to grow the team and contribute to the success of Zerospam.

Who we are?

We want to give business users trust in their email.

Zerospam is the only cloud-based email security protection providing an unparalleled, AI-powered filtering technology, engineered by experts to be highly accurate and remarkably simple to use.

Zerospam has a solid reputation for excellence and has enjoyed steady growth since its inception in 2003. Because we care about the safety of our clients and partners in an era of unprecedented cyber-risk to their #1 communication method, we are looking for the right candidate to join a dynamic and creative team that successfully develops and markets a winning SaaS in a \$ 650B market.

Responsibilities

The main role of the customer support agent is to answer email, phone, and chat questions with the NOC team. You will develop the knowledge needed to answer any technical question our customers may have. We love our customers and they love us back, and you will quickly learn to develop relationships with many of them. Your intimate knowledge of both our solution and our customers will enable you to contribute to the enterprise's daily improvement.

Requirements

- Mastery of French and English both oral and written
- Customer-centric
- Curious and willing to investigate

The ideal candidate would be:

- Interested in IT and email security
- Ready to address new challenges every day
- Familiar with the Linux command-line interface
- Familiar with the M365 environment, especially the Exchange component

Work environment

Zerospam is a people-centric company. We know our best and strongest asset is who we work with, which is of course our team but also extends to our partners and our clients!

Our offices are in Rosemont / Petite-Patrie. The atmosphere is relaxed, friendly, and collaborative. We leave no stone unturned, value continuous learning, foster trial, and error and always stay calm. Work-life balance and personal growth are fundamental values and strongly encouraged.

Benefits

- Flexible schedule
- Public transit pass
- BIXI key at your disposal
- Annual fitness allowance
- Social activities
- Collective Insurance Plan
- Continuous learning

If that's what you're looking for, we want to hear from you.

Send us your resume by email jobs@zerospam.ca.

