

Application Monitoring/Production Support Specialist- Toronto, ON

FrontStream is seeking an **Application Monitoring/Production Support Specialist** in our **Toronto, ON** office to join our growing and innovative IT team. This position will report directly to the AVP of PMO and Application Support.

Company Overview:

FrontStream is the industry leading organization of SaaS fundraising solutions for nonprofits. We provide an integrated, enterprise-wide fundraising platform for all your fundraising, auction, donor management, corporate social responsibility (CSR), and payment processing needs via our leading social innovation products. Our team is collaborative, enthusiastic, and delivers on our promises.

Over 10,000 nonprofit and corporate customers use our Intelligent Engagement Platform. We have been serving the nonprofit sector for more than a decade, and we love what we do!

Position Overview:

As a member of the IT team under the direction of a project manager, the candidate will work with customers both internal and external to troubleshoot, resolve and/or escalate issues that arise within our software application. This person is responsible for daily monitoring of the software application to raise concerns regarding issues that could impact our customers. This person must work closely with the Product Manager to ensure that issues that arise are prioritized properly and addressed quickly.

The ideal candidate must be able to communicate and cooperate well with a variety of personality types. The candidate must be reliable, trustworthy and able to work independently.

Qualifications:

Although not a developer position, the candidate should have knowledge of programming concepts, and should be technically proficient to be able to communicate effectively with developers and other technical staff.

The following items are highly desirable:

- Previous experience with escalated customer service/technical support in a hosted application environment, ideally in a tier two environment
- Demonstrated knowledge of networking technology and terms
- Previous experience with integration methods is helpful
- Previous knowledge and experience working with an Agile approach to software development
- Excellent verbal and written communication skills
- Effective time management abilities

- Ability to work at a fast pace with changing priorities
- Ability to learn new terms and technology rapidly

The company is headquartered in Reston, VA with offices in Cambridge, MA, Lancaster, PA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references, and salary history to: careers@frontstream.com with “**(App Support- TOR)**” in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in Canada.