

Application Support Specialist- Toronto, ON

FrontStream is seeking an **Application Support Specialist** to join our growing, innovative, technology services company in our **Toronto, ON office**. This position will report directly to our Vice President of our Project Management Office.

Company Overview:

FrontStream supports over 10,000 charities and corporate customers across the globe. FrontStream is revolutionizing fundraising through its all-in-one platform, Panorama. We are the trusted provider of online fundraising and auctions, event management, donor management, and workplace giving to our international customer base. We have been serving the nonprofit sector for more than a decade, and we love what we do!

Why Work at FrontStream?

- Health, Dental, and Vision Insurance options, as well as company paid short-term, long-term and life insurance
- Retirement savings program with company match
- A generous Time Off Program with paid company holidays!
- Fun work environment with a collaborative atmosphere, as well as opportunities for training and growth

Position Overview:

As a member of the IT team, the ideal candidate for this position 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. 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 also 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.

Responsibilities Include:

- Monitor our online applications, and report concerns about issues that could impact our customers
- Talk to customers and receive their feedback, while also communicating effectively to internal stakeholders about issues on our platform
- Provide technical guidance and training to customers.

- Manage the queue of incoming customer cases and submissions by monitoring our online call logging system and progressing incoming calls/issues
- Form relationships with our customers to better their support experience

Desired Skills and Experience Include:

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:

- Working knowledge of SQL management studio to include basic queries, updates and general database relationship structures.
- Demonstrated knowledge of networking technology and terms
- Previous experience with escalated customer service/technical support in a hosted application environment
- 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
- Basic knowledge of SSL practices

Additional considerations:

- Periodic evening/weekend hours required to support software deployment schedule. These events are scheduled in advance and accommodations are made to support the request.
- Fast paced environment. This position is one where priorities change quickly and aggressive, fast paced action is required.

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 the Canada.