

## JOB DESCRIPTION

### Product Support Analyst

- Permanent full-time position
- On-site work environment



## Job Overview

Invera Inc. is looking for an experienced Product Support Analyst to join the Client Services team. Reporting to the Product Support Manager, the successful candidate will have a customer services background and ERP experience. You'll be responsible for assisting clients with their questions and troubleshooting issues related to Invera's software products and ensuring we provide the best possible experience for our clients.

## About Us

Invera is the world's largest provider of Enterprise Resource Planning (ERP) software to the metals industry, with over 120 employees in the United States, Canada, and the United Kingdom. We specialize in creating software products tailored to the intricacies of the metals industry, ensuring a seamless blend of speed and user-friendly design.

Invera offers metals customers an unparalleled level of proven product reliability and commitment to long-term innovation. We provide our customers with a unique and competitive advantage by delivering state-of-the-art turnkey solutions designed for the industry, including sales, purchasing, receiving, inventory management, multi-step production, production scheduling, delivery and logistics planning, and financials.

Invera's metals software products have been implemented worldwide in multiple languages in the USA, Canada, Mexico, UK, Europe, Dubai, and Singapore.

## Primary Responsibilities

- Handle customer support calls for timely resolution
- Assist customers with the operation of Invera products, such as INVEX and STRATIX
- Research reported customer issues
- Document steps to reproduce customer issues for escalation and resolution
- Keep management informed on the progress of issues and customer questions
- Assist other product consultants as needed
- Test product fixes and enhancements

## What We Offer

A competitive compensation package and a full range of benefits (group medical, dental and vision insurance, short-term and long-term disability insurance, RRSP/DPSP retirement plan). We also offer a collaborative, inclusive and flexible work environment with opportunities for growth and development.

## Qualifications

- At least two years of customer support experience, ideally with an ERP system
- University or college degree in management of information systems, business administration or in a related field.
- Strong analytical and problem-solving skills
- Ability to diagnose and resolve process issues and assess business impact
- Proven track record of solving complex problems, both externally for customers and internally within the organization
- Ability to provide alternative solutions as required.
- Bilingual (French and English)
- Verbal and written communication skills in English are required to communicate with international clients and business partners.
- Strong interpersonal skills with a commitment to quality work and service excellence
- Ability to work both independently and as part of a team.
- Proficiency in MS Office

**While we thank all candidates for their interest, only those selected for an interview will be contacted.**

**Invera is an equal opportunity employer and encourages applications from all qualified candidates.**