

BANYAN COMMERCE CORP.
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Banyan Commerce helps North American companies adopt electronic commerce into their day-to-day operations. Banyan has a web-based business-to-business solution that enables vendors, who sell to the major retailers, exchange business documents via EDI (Electronic Data Interchange).

Job Posting:

Support Technician

Banyan Commerce requires a new help desk Support Technician, who will be responsible for timely and effective resolution to end-user productivity issues as they relate to our web-based EDI (Electronic Data Interchange) solution, which is used primarily by vendors supplying the retail industry. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary. The Support Technician is also responsible for recording problems/solutions within the help desk call-tracking system.

Qualifications / Requirements:

- Self-starter. Highly self motivated and directed.
- Keen attention to detail.
- Able to work within a team environment.
- Aptitude for providing positive customer service.
- Exceptional communication skills, both written and orally.
- Exceptional interpersonal skills.
- Strong problem solving skills.
- Ability to absorb and retain information quickly.
- College or University IT diploma or equivalent experience.
- Experience in a related role an asset.
- Experience with EDI an asset.
- Shift work may be required.

A detailed job description is available upon request.

Qualified applicants should submit their resume and cover letter to Banyan Commerce by email to careers@banyancommerce.com or by fax to 1-416-352-6066.