

# CyTrack QLD Technical Specialist

## CyTrack Unified Communications Technical Manager

We are an exciting software development technology company specialising in the hottest areas of telephony convergence - and we are growing fast. We are providing an excellent opportunity for a keen and motivated person to join our team at our Gold Coast Queensland Head Office.

- Winner of Consensus Software Awards 2007 sponsored by Microsoft & IBM
- Microsoft Certified Gold Partner
- Young and motivated team
- Fast growing company with interstate offices and new international distributors offering exciting exposure for the applicant
- Exceptional opportunity for independence, experience and growth
- Full training in our exciting technology and product range.
- Excellent salary package and profit share

We are looking for an experienced and keen person to take on the role as our National HQ Technical Specialist.

You will be a member based in the Gold Coast of our Technical Service team engaging with our reseller partners and clients directly with your role including

- installation and training onsite and remotely
- Responsible for Help Desk Management and company achievement of support targets
- Responsible for Final Software QA and update of monthly Product Release and Update Procedures
- Working closely with our development team and after sales support team
- assist with after sales support as a part of our national help desk on telephone and remote diagnostics
- troubleshooting and being involved in complex and detailed requirements
- Conducting periodical Dealer Technical Training Courses as Instructor
- Pre Sales support
- While primarily handling the QLD business services, you may travel inter-state Australia wide and potentially to our overseas partners from time to time.

We are looking for IT specialists with the following personal and specialists skills:

- Bright, Sharp, Enthusiastic, Motivated personality
- Above average education records and achievements
- Willing to learn new skills and technology
- Desire to grow and take responsibility
- Can handle stress and pressure to meet deadlines
- Enjoys customer service and onsite work as well as remote via telephone
- Ideally you have experience with Call Accounting Software, Unified Messaging, Call Centre Technology, CTI, IVR's, Telephone Systems configuration, CRM systems.
- Excellent IT skills including Microsoft certification with skills in SQL and database management and configuration at implementation level.
- Drivers license essential

HR Manager  
1800 298722  
[www.cytrack.com](http://www.cytrack.com)