



Trainee CyTrack Technical Specialist

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 new Melbourne office and be trained in all our products and exciting technology.

- Winner of Consensus Software Awards 2007 sponsored by Microsoft & IBM
- 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 a keen person to take on the role as our VIC IT Technical Specialist.

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

- project management
- installation and training onsite and remotely
- 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
- Pre Sales support

While primarily handling the Victoria business services, you may be travelling inter-state Australia wide and potentially to our overseas partners from time to time. Opportunities also will become available to progress to becoming a CyTrack Technical Instructor and also pre-sales support and product management.

We are looking for persons 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 any of the following technologies, but good educational achievements and excellence in personal achievements is more important to us ! 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

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