



## **Support Analyst**

**Job Title:** French & English Support Analyst

**Location:** Markham

**Position Type:** Part Time or Full Time

**Start date:** ASAP

**Voice on the Go** is an innovative technology company that provides mobile subscribers with access to email, contacts, calendar and other content by voice at any time, on any cell phone, BlackBerry® smartphone, or other PDA. It enables subscribers to listen to, compose, reply and forward their email all by voice – hands-free and eyes-free safely while driving, or any other time.

Reporting to the VP of Operations, you will work with the Operations And Support team on the delivery, operation and support of our product. You will work closely with the team and to ensure quality of releases, reporting and responsiveness to client requests.

### **Responsibilities:**

- Assist in billing and reporting practices
- Assist in the delivery/installation/support of our products to select clients
- Assist in updating the company website
- Assist in product testing
- And other responsibilities, as assigned

### **Skills & Qualifications:**

- Understanding of IT solutions, analysis and implementation
- Strong attention to detail, ability to prioritize and work simultaneously on multiple projects to consistently meet deadlines
- Excellent proficiency in dealing with clients and managing business relationships
- Exceptional communication skills
- Familiarity with Windows/Exchange/Photoshop/Microsoft Office
- MUST BE Fluent in French and English

**To Apply:** Please email a resume to [wandam@voiceonthego.com](mailto:wandam@voiceonthego.com)

**Thank you to everyone who applies but only those selected for an interview will be contacted.**