



## CUSTOMER SUPPORT

Looking for a great career? Axon Software has openings in their Customer Support department!

We are looking for outgoing, energetic, motivated and professional individuals who are looking for a career as a member of our highly-energetic and fast-growing Customer Support team. This is a challenging but very rewarding position that involves a range of skills, knowledge and willingness to learn the transportation industry, software development, and accounting practices.

## JOIN THE AXON SOFTWARE FAMILY

Founded in 1982 Axon Software has established itself as a trusted and leading transportation management system serving thousands of users in the most unique and complex trucking industries across North America. We're a professional and committed group of individuals with the same company-wide mission that operates on its core values and forward-thinking philosophy of developing superior software and delivering world-class customer service to the transportation software industry. We believe in building customer relationships that pass the test of time with trucking software you can count on and people you can trust. As a company driven by innovation, development and support, we see our employees as the most important resource in achieving that success and offer a variety of positions from support, training, sales, administration and software development.

## RESPONSIBILITIES

Axon Software offers truly superior Customer Support to the transportation software industry in one of the most modern, spacious and technological offices in Saskatoon. You will join our Axon team to help provide a seamless web of help and support over the phone and internet to our customers, giving them best user experience possible. Not only helping them solve problems but also suggesting ways in which they could operate more efficiently, and providing step-by-step directions for how to optimize and unlock the full potential of Axon Software.

- Analyze and understand customers questions, suggestions, and any issues within the software and document, in detail, all information from telephone and email conversations.
- Assist in the resolution of these questions, suggestions and issues with the help of fellow technical support members and programmers in an accurate and timely manner.
- Assist and provide technical support to new and existing Axon Software users with patience and professionalism.

## QUALIFICATIONS

Preferred applicants will have 1 or more of the following:

- A post-secondary education – diploma or degree in finance, accounting, or any related field of study.
- Experience with other accounting or computer software programs – QuickBooks, Simply Accounting, Accpac, Excel.
- Experience in customer service-related positions with strong written, verbal and time management skills.

We have numerous employees at Axon Software that have been with us for over 15+ years. We pride ourselves in having an extremely high employee retention rate and this is an exciting opportunity that could lead to a long-lasting and successful career with us. We would like to sincerely thank all applicants, but only those selected for an interview will be contacted.

**To Apply:** Please send cover letter and resume to [careers@axonsoft.com](mailto:careers@axonsoft.com) with the subject: **Axon Software – Customer Support**.

## WORK ENVIRONMENT

- Axon Software is located at 15 Innovation Blvd #210, Saskatoon, Saskatchewan, Canada S7N 2X8 in the heart of the University of Saskatchewan campus and technology sector.

- Axon Software offers a culture and environment unlike anything you've experienced before. Employees gain access to an onsite cardio and weight fitness center, squash courts, yoga and steam rooms, along with Innovation Wellness massage and chiropractic facilities.

- Enjoy the extra perks and benefits of Innovation Place Park – rated as one of the top places of employment in Saskatchewan, gourmet Atrium café, games room, Boffins Public House and world-famous gardens.

## COMPANY BENEFITS

- Axon Software offers competitive salary and commission wages based on experience and position.

- Axon Software is committed to providing competitive group health and benefit packages for our employees and their families. (paid parking, bus pass, health, dental, massage, chiropractic and more).

- Flexible hours of operation, work schedules and three weeks vacation after your first year of employment.

## PAID INTERNSHIPS

- If you have your diploma, degree or simply want to explore what's available in the workplace, we have an opportunity for you to gain valuable knowledge about the transportation industry, software development and accounting practices. Axon Software's unique approach allows us to cultivate growth by putting the right individuals in a position to discover their strengths through a comprehensive and thorough training process.

- Axon Software is committed to recruiting the best and brightest local talent from educational or work place institutes.

- Successful applicants will be part of a paid internship that may lead to a full-time career position at Axon Software.