Software Technical Support Analyst

Description

Provide technical support for users of the company’s e-commerce platform and business systems. Troubleshoot software, payment and API integration issues, train users, and keep records of problems and solutions. Maintain company systems and assist with website and application development using JavaScript and React when needed. This is a hybrid position based in Winnipeg, with some work from home and some work at the company’s office.

Duties

1. Communicate with users remotely and in person, including on-site visits when required, to identify, analyze, document, and resolve technical issues related to software, websites, and company systems.

2. Reproduce, diagnose, and troubleshoot technical problems involving the company’s e-commerce platform, payment processing systems, software applications, and third-party service integrations.

3. Provide technical guidance and training to users, helping them understand and operate company software, online platforms, and related business systems.

4.Review technical manuals, user guides, Stripe dashboard information, and API documentation

Closing Date

February 25, 2027

Categories

Information Technology

Employer

MyRoadshow Networking Inc.

Location

Fort Garry

Address

28-109 University Cres
Winnipeg, R3T2N5

Job Type

Full-time

Education Level

College

Wage

$18.00 - $18.00

to investigate technical issues and develop appropriate solutions.

5. Provide technical support for company systems, networks, Internet services, and internal information-sharing systems to ensure users can access and operate them properly.

6. Research and evaluate third-party platforms and services, review technical documentation, and prepare comparison reports and recommendations to address the company’s technical needs.

7. When necessary, train and guide new employees in using company systems, providing technical support, and troubleshooting common issues.

8. Research third-party platforms and APIs, prepare technical reports, and, when necessary, participate in the development, modification, redesign, and integration of websites and software applications using JavaScript and React.

9. Collect, organize, and maintain a log of technical problems and solutions for future reference. When necessary, develop and conduct system performance and load tests, document test results, and identify and resolve issues affecting platform stability.

10. When necessary, select, configure, maintain, and troubleshoot servers, websites, databases, domain settings, email forwarding, and related security configurations to support company operations.

Qualification

A valid Class 5F driver’s licence is required.

Computer and technology knowledge:
Linux
Internet
Servers
File management software
Word processing software
Presentation software
Mail server software

Email

winniapp.startup@gmail.com

Communication software
Programming software
HTML editing software
Website creation and management software
Web service design
Business diagram software
Database software
Software development
JavaScript
MS Office
React.js
API