



**Position:** Customer & System Support Technician  
**Company:** INVERS Mobility Solutions  
**Date Posted:** March 16, 2007  
**City:** Vancouver, BC

**Job Description:**

INVERS Mobility Solutions has over the past 13 years developed an innovative and cost-efficient pool vehicle management and key control solution for public and private sector vehicle fleets as well as car-sharing organizations worldwide.

We are looking for a self-directed individual who thrives in a fast-paced environment to take an active role in our customer & system support unit as we expand our North America Office. You will be working together with our support and development staff in Germany to serve our customers in Canada and the USA:

- Hardware & Software Customer Support
- System test, and communication with our R&D team
- Planning and realization of new customer projects

You must demonstrate excellent verbal & written communication skills and the ability to fit within a relaxed, fun, but results-focused working environment. Occasionally, you will have the opportunity to travel throughout North America for system installations and customer training.

Qualifications:

- Ability to solve problems under time pressure with frequent interruptions and work effectively in a variety of roles.
- The ability to demonstrate both excellent verbal & written communication, and customer service skills. Fluent in English.
- Ability to learn and absorb new information both technical and procedural, and disseminate it to end-users of varying computing skills.
- Knowledge and the technical skills in MS Office, MS operating systems, PCs, and communication systems (GSM, GPRS, LAN).
- Ability to travel within Canada, to the USA and Germany.
- Knowledge and hands-on experience of in-vehicle/on-board telematics equipment installation is a plus.
- Familiarity with Access and SQL databases is a plus.
- Previous customer support experience is a plus.
- Project management experience would be an asset.

NOTE: This is not a Network Administrator position.

Training will be provided.

You can learn more about us at: [www.invers.com](http://www.invers.com)

Project example: [www.invers.com/en/pub/ProjectArticle\\_CityOfKelowna.pdf](http://www.invers.com/en/pub/ProjectArticle_CityOfKelowna.pdf)

**Response Information:**

We invite you to join our North American team and look forward to receiving your cover letter and résumé at [jobs@invers.com](mailto:jobs@invers.com). Thank you for your interest in working with us!