



dacadoo is a very successful and fast-growing IT company with headquarters in the city of Zurich as well as subsidiaries in the North America, Japan and Australia. The company operates worldwide and promotes digital transformation in healthcare with its lifestyle solutions. The corporate goal is to strengthen health and well-being through active engagement and artificial intelligence.

To grow our North America team located in Toronto we are looking for a...

## Application Support Engineer (Toronto)

### Your Role

- Monitor and work on the service desk ticket queue
- Interact with customers or clients and help solve their technical issues
- Perform analysis on software application functionality
- Assist the Service Delivery Manager in preparing meetings and reports
- Collect required information and create bug tickets
- Maintain the internal knowledge base

### Your Profile

- Bachelor's degree in computer science or equivalent Excellent analytical skills
- Excellent communication skills
- Independent but committed team player
- Experience in IT with emphasis in customer facing organizations
- Experience with Jira or other issue tracking systems
- Knowledge of Linux, SQL and NoSQL databases
- Knowledge of network basics (TCP/IP, DNS, HTTP, SMTP)
- Knowledge of an interpreted programming language
- Fluent in English (written and verbal)

### What we offer

- Multicultural and international working environment
- Opportunity to work from home at least initially
- Open corporate culture with a lot of personal responsibility
- Supportive and collegial environment
- Projects in the field of digital transformation, Cloud

Pius Hefti, HR Manager looks forward to receiving your complete application to [careers@dacadoo.com](mailto:careers@dacadoo.com)