

KINTERA is a newly merged multidisciplinary consulting firm specializing in services and solutions for the resource sector. With a close-knit team, a diverse client base, and a strong reputation for quality and service, the company operates offices throughout British Columbia.

Overview:

We are looking for a **Technical Support Engineer** to own and manage incoming client requests across our SaaS platforms. This role sits at the intersection of customer support, data operations, and software engineering, ensuring that client issues are resolved quickly and nothing falls through the cracks.

You will be the first line of response for support requests, handle routine data and configuration tasks, and coordinate with product owners and engineers on more complex issues.

This position can be located in **North Vancouver, BC, or offered remotely within BC** for the right candidate.

What We Offer:

- Tailored career growth opportunities within a team environment that recognizes talent
- A comprehensive benefits package (extended health, bonus program, RRSP matching, and more)
- A diverse range of work with a multitude of products
- A fun, professional and safety-first work environment
- Flexible work arrangements ensuring work life integration

Job Responsibilities:

As a Technical Support Engineer, you will ensure that client issues are resolved quickly, accurately, and with excellent communication. You will handle issues directly, perform routine data operations, and coordinate escalations to the appropriate technical teams. Responsibilities include:

- Support & Triage
 - Own the incoming support queue across all products
 - Prioritize requests based on urgency and impact
 - Ensure timely responses and resolution in line with internal SLAs
 - Act as the primary point of contact for client-reported issues
- Issue Resolution
 - Troubleshoot and resolve common product and user issues
 - Answer client questions about workflows, permissions, and system behavior
 - Reproduce bugs and clearly document findings
- Data Operations
 - Perform client data imports, exports, and corrections
 - Validate and troubleshoot data issues (Web app, GIS, relational data)
 - Execute routine data updates using internal tools or SQL queries
- Escalation & Coordination
 - Identify issues requiring engineering or DBA support
 - Route tickets to the appropriate team member with clear context
 - Track escalated issues through to resolution
- Process & Documentation
 - Maintain and improve internal support documentation
 - Identify recurring issues and suggest process or product improvements
 - Help define and refine support workflows and SLAs



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Qualifications:

- Technical Skills
 - Comfortable working with structured data (CSV, JSON, relational databases)
 - Basic to intermediate SQL skills
 - Good UI / UX / interaction / usability design sensibilities
 - Experience troubleshooting software issues using logs and system behavior
- Domain / Nice-to-Have
 - Experience with GIS data or tools
 - Familiarity with SaaS platforms and multi-tenant systems
 - Experience using GitHub Issues and Project management
- Core Competencies
 - Strong problem-solving and triage skills
 - Excellent written communication
 - Excellent written and verbal communication skills with experience in a client-facing role
 - Ability to manage multiple requests without losing track of priorities
 - Comfortable working across technical and non-technical stakeholders
 - High self-motivated, with a proven ability to collaborate effectively as part of a team
- Experience
 - 2–5 years in a technical support, operations, or similar role
 - Experience in a SaaS or data-heavy environment preferred

Compensation:

- The hourly range is **\$32-\$40**, commensurate with experience.

Application:

If you are interested in working with us, please forward your resume to gisteam@crgl.ca.

Applications will be accepted until the position is filled. We look forward to hearing from you!

