

JOIN OUR

TEAM



ASC

We're Hiring!

Tier 1 Tech Support

About Auto Shield Canada

Who We Are

Our Mission

We've built a team with those obsessed in delighting our customers and dealer partners time and time again, leading to a life worth living and a career worth having.

Vision

We are redefining protection and peace of mind through industry-leading products and innovative technology and service, enhancing our customer experiences and their certainty.

Our Core Values

Intentional Communication

Listening first, then speaking with purpose. We cultivate trust and alignment through thoughtful communication with everyone we serve.

Bias Toward Action

Action Drives Us. We prioritize taking action and making decisions swiftly, understanding that momentum, progress and real-world outcomes are critical to not only just our success but our Customer's success as well.

Customer-Centricity

We place the needs and satisfaction of our customers at the core of the company's mission, driving value creation and long-term loyalty.

Innovation and Creativity

Innovation is our signature. We embody the pursuit of groundbreaking bold solutions and creative problem-solving to distinguish our company as a leader in the industries we serve. We are never content to follow.

Our Points of Culture

1. COMMITMENT

I give myself and everything I commit to 100% until I succeed. I am committed to the Vision, Mission, Culture and success of the company, my teammates, and our clients at all times.

2. OWNERSHIP

I am truly responsible for my actions and outcomes and own everything that takes place in my work life and my personal life. I am accountable for my results and I know that for things to change, first I must change.

3. INTEGRITY

I always speak the truth. I only ever make agreements with myself and others that I am willing and intend to keep. I communicate potential conflicts at the first opportunity and I clear up all miscommunication and misunderstandings immediately.

4. EXCELLENCE

Good enough isn't enough. I always deliver products and services of exceptional quality that add value to all involved for the long term. I stay on a path of constant and never-ending growth, improvement, and innovation.

5. COMMUNICATION

I speak positively of my team members, my clients and the company in both public and private. I speak with good purpose using empowering and positive conversation. I never use or listen to gossip. I acknowledge what is being said as true for the speaker at that moment and I take responsibility for responses to my communication. I only ever discuss concerns in private with the person involved. I understand the importance of human connection in the midst of all the technology, such as attending all Zoom meetings on camera, so that others know they have my attention.

6. SUCCESS

I totally focus my thoughts, energy and attention on the successful outcome of whatever I am doing. I am willing to win and allow others to win: Win/Win. At all times, I display my inner pride, prosperity, competence and personal confidence. I am a successful person.

7. EDUCATION

I consistently learn, grow and master so that I can help my team members learn, grow and master as well. I learn from my mistakes. I am an educator and allow my team to make their own intelligent decisions about their future remembering that it is their future. I impart practical and usable knowledge rather than just theory.

8. TEAMWORK

I am a team player and a team leader. I do whatever it takes to stay together and achieve team goals. I focus on co-operation and always come to a resolution, not a compromise. I am flexible in my work and able to change if what I'm doing is not working. I ask for help when I need it and I am compassionate to others who ask me. I commit to attending all meetings punctually.

9. BALANCE

I have a balanced approach to life. While remembering that my spiritual, social, physical and family aspects are just as important as my financial and intellectual. I complete my work and my most important tasks first, so I can have quality time to myself, with my family and also to renew.

10. FUN

I view my life as a journey to be enjoyed and appreciated. I create an atmosphere of fun and happiness so all around me enjoy it as well.

11. SYSTEMS

I always look to the system for a solution. If a challenge arises I use a system correction before I look for a people correction. I use a system solution in my innovation rather than a people solution. I follow the system exactly until a new system is introduced. I suggest system improvements at my first opportunity. In the absence of a system, I work with others to create one. All systems are supported by an in depth standard operating procedure (SOP).

12. CONSISTENCY

I am consistent in my actions so my clients, stakeholders, and teammates can feel comfortable in dealing with me at all times. I am disciplined in my work so my results, growth and success are consistent.

13. GRATITUDE

I am a truly grateful person. I say thank you and show appreciation often and in many ways, so that all around me know how much I appreciate everything and everyone I have in my life. I celebrate my wins and the wins of my team. I consistently catch myself and other people doing things right.

14. ABUNDANCE

I have an abundance mentality. I deserve my abundance and I am easily able to both give and receive it. I allow abundance in all areas of my life by respecting my own self worth and that of all others. I am rewarded to the level that I create abundance for myself and others. I accept that abundance only shows up in my life to the level at which I show up.

Overview

ASC's distributor network is expanding rapidly, generating exponential growth in support tickets, onboarding questions, and routine dealer inquiries. To sustain scalability and protect the productivity of our core engineering and product teams, we are establishing a Tier 1 Technical Support role dedicated to inbound ticket triage and first-line resolution and small-scale operational maintenance across the platform.

This role acts as a general assistant to the technical team, ensuring all inbound issues are captured, categorized, and routed properly through Freshdesk. The Tier 1 Specialist will leverage AI-powered tools and the ASC custom GPT knowledge base to deliver fast, consistent, and high-quality responses — escalating only clean, well-documented issues to higher tiers.

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Key Responsibilities

Support & Triage

- Serve as the first point of contact for dealer and distributor inquiries.
- Manage Freshdesk ticket intake, categorization, and routing using defined workflows.
- Resolve routine or well-documented issues using ASC's AI-powered knowledge base.
- Escalate only clean, fully documented cases to Tier 2 Support or product/engineering.

Operational Tasks & Data Maintenance

- Perform minor data and content edits in contracts, dealer profiles, and ASC records (e.g., correcting contact details, updating contract fields, renaming attachments).
- Prepare and format internal documents or forms based on templates.
- Validate data accuracy before updates; follow strict version-control and approval steps.
- Update ticket notes, logs, and CRM entries to maintain clean records.
- Support system housekeeping (archiving closed tickets, tagging assets, updating metadata).

Knowledge & Documentation

- Maintain SOPs, FAQs, and support scripts inside Freshdesk and ASC GPT.
- Use Scribe or equivalent tools to document new workflows.
- Continuously refine AI prompts and SOP content for efficiency.

Team Support

- Assist Majid and Zach with release documentation, testing coordination, and reporting.
- Communicate clearly when hand-offs or approvals are required.
- Suggest workflow improvements to reduce manual effort.

Required Skills & Experience

- 2–4 years in customer or technical support, service desk, or data-ops environment.
- Proficiency with Freshdesk (or similar ticketing platform).
- Experience handling routine data or contract updates with strong attention to accuracy.
- Comfort using AI tools (ChatGPT, Claude, Freshdesk AI Assist, or ASC GPT) to streamline responses and documentation.
- Solid English written communication; able to summarize issues concisely.
- Process-oriented mindset — follows instructions precisely, documents work consistently.
- Availability overlapping Canadian business hours (4–6 hours/day minimum).

Technical Environment

- Ticketing: Freshdesk
- Docs & Knowledge: Google Workspace, ASC GPT, Scribe
- Collaboration: Asana, Lucid, Google Chat
- Systems Touched: ASC platform admin panel, CRM records, contract templates

Reporting Structure

- Reports to CTO (Rob McPherson)
- Supports Senior Technical Product Manager (Majid) and Technical Project Manager (Zach)

Why Join

This role anchors ASC's scalability model by handling the essential but repetitive tasks that keep operations flowing. You'll combine structure, precision, and AI-assisted tools to maintain data quality, accelerate response times, and free senior engineers to focus on innovation.

It's an excellent pathway for growth into Tier 2 support or technical operations roles.