

JOIN OUR

TEAM



ASC

We're Hiring!

Tier 2 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

The ASC platform continues to scale across distributors and dealers, requiring deeper technical triage, structured QA, and consistent support to the core development team.

The Tier 2 Technical Support & QA Analyst is a hands-on technical role that supports the CTO, Senior Technical Product Manager (Majid), and Technical Project Manager (Zach) by handling escalated support tickets, reproducing and validating bugs, coordinating fixes, and assisting with ongoing testing, documentation, and deployment activities.

This position ensures that issues are accurately diagnosed, confirmed, and documented before reaching the senior engineering backlog—keeping the ASC platform stable and responsive as adoption accelerates.

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Key Responsibilities

AI-Enhanced Support & Triage

- Use AI tools (ASC GPT, ChatGPT, Claude, Make.com automations) to interpret logs, identify recurring issues, and suggest resolutions.
- Triage and replicate escalated tickets from Tier 1; use AI summaries to classify root cause and priority.
- Develop prompt templates and AI workflows that standardize diagnosis and response for common issues.

AI-Assisted Testing & Quality Assurance

- Generate test cases and edge-case scenarios with AI models to expand coverage and reduce manual effort.
- Build automated test flows (using Make.com, Playwright, or Postman scripts) to validate features and reproduce bugs.
- Run manual and AI-guided UAT cycles before each release and document results clearly.
- Leverage AI to analyze release notes, group defects, and propose testing priorities.

Technical Team Support & Continuous Improvement

- Assist Majid and Zach with release verification, data validation, and deployment coordination.
- Maintain AI-generated QA and support dashboards that visualize defect trends and SLA performance.

- Collaborate with the CTO on embedding AI into incident response and support automation.
- Keep SOPs current using Scribe and AI documentation assistants.

Required Skills & Experience

- 3–5 years in technical support, QA, or software operations.
- Hands-on experience with AI tools for automation, testing, or data analysis (e.g., ChatGPT API, Make.com, Zapier, Freshdesk AI Assist).
- Strong diagnostic skills in web applications (.NET / Azure environment preferred).
- Understanding of testing frameworks and bug-tracking systems (GitHub, Azure DevOps, JIRA).
- Comfortable creating and refining AI prompts, test automation scripts, and structured reports.
- Exceptional attention to detail and communication skills.
- Availability overlapping Canadian business hours (4–6 hours/day minimum).

Technical Environment

- Platform: ASC (.NET / Azure)
- Ticketing: Freshdesk + AI Assist
- QA Tools: Manual + AI-Generated Test Cases, Postman, Playwright, Make.com Automations
- Collaboration: Asana, Lucid, Google Workspace
- AI Ecosystem: ASC GPT, ChatGPT, Claude, Custom Automation Agents

Reporting Structure

- Reports to: CTO (Rob McPherson)
- Supports: Senior Technical Product Manager (Majid) and Technical Project Manager (Zach)
- Coordinates with: Offshore Developer Team