



## Why MicroAge?

The MicroAge Network is a national network of technology solution providers with a strong focus on the small and medium business market. Operating in Canada since 1981, the MicroAge network strength lies in its ability to help the customers in their local markets achieve their business objectives by leveraging technology. With a growing network of 41 independently-owned franchised locations from coast-to-coast, MicroAge is one of Canada's leading IT solutions providers. MicroAge provides businesses with unparalleled national service delivery, logistical support and distribution, and managed IT services.

## The Position: Franchise Support Specialist

The Franchise Support Specialist is a key member of the TMN Systems Inc. ("TMN") organization who has ultimate responsibility to provide field support to the franchise locations and operational support to the Company.

The Franchise Support Specialist is recognized for having extensive knowledge in IT VAR/MSP location operations including financial consulting abilities.

### Objectives of the Position

- Position dedicated to the success of our franchise locations. This means helping them increase profitability, operational efficiency and the value of their business.
- Assist the MicroAge locations in the development of their businesses by promoting our programs and initiatives.
- Guide them with setting objectives and holding them accountable for achieving their goals.
- Protect the value of the brand by ensuring that the franchise locations adhere to the requirements set for all of our MicroAge locations.

### Primary Responsibilities

- Conduct field visits and business reviews with the MicroAge locations to maximize financial and operational performance, while ensuring compliance to the MicroAge standards.
- Dedicate your entire time and energy in supporting the MicroAge Value Proposition. Promote programs that will provide positive long-term business outcomes to the locations.
- Provide operational support and execution of TMN-approved initiatives.
- Educate the MicroAge locations on available Vendor programs. Assist them in leveraging the programs and initiatives available, and developing direct relationships with strategic vendors.
- Leverage successes and share best practices that will enhance the performance of all locations within the network.
- Be available, accessible and provide timely resolution to business issues that have been escalated by the locations.
- Assist in the coordination and delivery of all events that will support the business priorities of TMN.
- Accountability for the performance of locations that are under your responsibility.
- Develop and strive to maintain relationships within the Vendor community.



### We Are Looking For

A special person that is an energetic, creative professional with a proven track record of success. A special someone that understands business owners and possibly have owned a business of his/her own. Here is other skills that we are looking for:

- Fully bilingual, written and spoken (French & English). We have locations from coast to coast, so this is important.
- Excellent communicator and an even better listener.
- Ability to mentor and guide our franchisees so that they can focus on their business.
- A curious individual with a problem-solving, analytical mind.
- Possess strong general business, financial acumen and management skills.
- Need to be able to proficiently use the tools of our trade. Standard office applications Word, Excel, PowerPoint, CRM and collaboration tools.
- Some travel is involved, so the ability for occasional travel, primarily within Canada is required.
- Experience and knowledge of the IT industry is a definite asset.
- Specific expertise that can be leveraged by the MicroAge Network in one or more of the following areas: marketing, service delivery and sales is also a definite asset.

### We offer

- Competitive remuneration
- Comprehensive employee benefits package
- Flexibility to work from home and / or our Laval office.
- Training, coaching and mentoring within a stimulating work environment
- Working with great people!

Interested? Send you CV to [careers@microage.ca](mailto:careers@microage.ca). Looking forward to speaking with you.