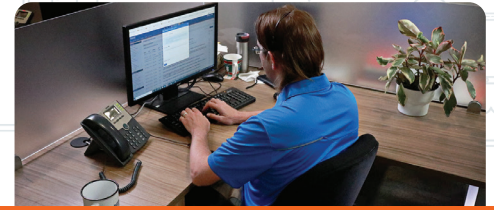




FIRST / SECOND LINE TECHNICAL SUPPORT REP

JOB PROFILE



Tier 1 & 2: Technical Support

First Line Support is the customer's first point of contact when calling the technical support department. In this role, T1 Reps field a variety of inbound phone calls from customers who need help addressing a specific issue. This position is responsible for providing prompt and courteous service and setting the tone for the customer experience.

In order to best serve our customers and streamline the support process, First Line Support carry out a number of tasks in an effort to manage call volume, resolve simple issues, assess and prioritize need, and escalate issues as required following basic but thorough troubleshooting and information gathering guidelines.

POSITION RESPONSIBILITIES:

- Answer in bound customer calls and inquiries for T1 technical support
- Prompt call response time & ensure customers are addressed in a timely manner
- Minimize caller wait times in the queue
- Call and queue management
- Communicate outages
- Strive for first call resolution
- Create call tickets in the system
- Document accurate account notes, reason and resolution
- Basic trouble shooting of technical issues, requests and set up
- Internet connection and email client configurations
- Provide client assistance with the use of Vianet software and services.
- Accurate information gathering and escalation to senior techs
- Ensure customer satisfaction and quality of service



EXPERIENCE / KNOWLEDGE REQUIRED:

- Post Secondary studies preferred. i.e. Computer System Technology diploma
- Customer service experience in the telecom industry is an asset
- Previous call center experience is preferred
- Technical support experience is an asset
- Bilingualism considered an asset
- Excellent communication and listening skills.
- Detail oriented and organized.
- Dynamic and adaptable.
- Analytical and problem-solving skills.
- Ability to multi-task, and work under pressure.
- Ability to work in a computerized and constantly changing environment.
- Regular time and attendance is an essential job function.
- Team player with a positive attitude and good work ethic
- Good command of English, and French spoken and written, other languages are an asset.
- Knowledge of modem configuration (Fiber, Wireless, DSL, CABLE, VoIP, and IPTV) is an asset.

HOURS OF WORK:

- Days, afternoons, evenings and weekend shifts.

