



TECHNICAL SUPPORT SPECIALIST – Data/Voice

Our Service Desk combines customer service and technical support to ensure our client's telephony and technology infrastructure support needs are met.

The Technical Support Specialist provides the first level of support for our clients. The expectation is that the majority of incidents are first call resolution, being resolved remotely from our Service Operations Centre.

This position is customer-facing and requires a customer service, technical support and consulting mindset where supporting business solutions and customer service are the primary focus. This position will interact with all levels of our clients. The success of this position depends on strong customer service, strong technical and analytical skills, effective documentation, and excellent communication skills.

CUSTOMER SERVICE RESPONSIBILITIES:

- Respond to and log all inquiries received from clients via telephone, email, or web site within the Ticketing System
- Respond to all alerts received from monitoring tools and document all actions within the Ticketing System
- Maintain detailed documentation and update tickets for all incoming support requests
- Keep well documented and updated case notes on all tickets
- Provide communication to clients on outstanding ticket status within SLAs
- Identify, analyze, troubleshoot and resolve client service requests
- Work as a team member to collaboratively resolve client requests and technical issues with other team members, partners and vendors
- Participate in group discussions, meetings and company staff meetings and events
- Dress appropriately for all activities performed on behalf of the company

TECHNICAL RESPONSIBILITIES:

- Provide first level technical support including troubleshooting basic issues with VOIP phones and systems, network/internet connectivity, as well as completing client requests for password and user account administration based on documented procedures
- Manage multiple cases at one time
- Ask and gather pertinent business and technical questions during incident management and accurately record in ticketing system
- Properly escalate tickets to a higher level of support as necessary including service that exceeds skill level, reasonable repair time or any other issue that could impact customer satisfaction
- Create and maintain client-related documentation

REQUIRED SKILLS:

Excellent verbal and written communication skills – The Technical Support Specialist must make the customer feel like their concerns are being appropriately addressed either on the phone or in email; and must be able to communicate details of the problem and the initial troubleshooting steps effectively if escalation internally is required.

- Technical skills to troubleshoot and resolve questions/issues with VOIP systems/devices. **Mitel** experience an asset
- Basic technical skills for trouble shooting network/internet connectivity. Experience with Fortinet, Cisco, D-link an asset
- Exceptional customer service and phone etiquette skills
- Good organization skills to be able to carry out assignments with minimal supervision
- Ability to work on multiple, concurrent tasks and adapt to shifting priorities
- Detail oriented and strong problem-solving capabilities
- Ability to work proactively and collaboratively with entire staff
- Strong conflict resolution skills and negotiation skills are essential
- Ability to adjust work schedule to meet deadlines and work independently
- Strong follow-up skills to ensure that incidents are handled in a timely manner
- Accountability, adaptability, assertiveness, dependability, initiative, and responsiveness are essential
- Desire and demonstrated ability to continuously learn new technologies and processes.
- Strong computer skills and proficiency with Microsoft Office

- Technical certifications will be required
- HOURS/WEEK:
- Full Time M-F 8:30am – 5pm
- Job Type: Full-time

HOURS/WEEK:

- Full Time M-F shifts covering 7:30am – 7:30pm. Occasional after-hours work may be required