



JOB OPPORTUNITY POSTING

POSITION TITLE: First Line Technical Support Rep

DEPARTMENT: Technical Support

LOCATION: Sudbury

REPORTS TO: First Line Tech Support Manager

COMPANY:

Vianet provides complete communications solutions throughout Ontario, with a wide range of Internet access services including high speed DSL and Cable Internet, Wireless and Fibre to residential and business customers. Vianet constructs its own fixed wireless and Fibre to the Home networks, provides phone service in all its serving areas and television service in selected areas.

JOB SUMMARY:

There is an immediate opportunity for Full Time First Line Technical Support Reps at the Sudbury location. First Line Support is the customer's first point of contact when calling the technical support department. 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:

- Previous customer service experience in tech support
- Completion of high school diploma is preferred
- Technical background is considered an asset
- Bilingualism considered an asset
- Above average computer skills in MS Office, Word and Excel
- Tech savvy. Familiar with various Internet Browser(Firefox/IE)/Email Clients(Outlook/OE/Thunderbird) as well as various operating systems(Windows, Mac)
- Knowledge of internet and related products
- Good data entry skills with a focus on accuracy
- General knowledge of operating standard office equipment
- Solid communicator both verbal and written
- Strong organizational and administrative skills
- Regular time and attendance is an essential job function
- Team player with a positive attitude and good work ethic
- Excellent customer service, technical trouble shooting abilities and problem solving skills
- Ability to work independently and efficiently with sound attention to detail
- Excellent time management skills with the ability to multi-task and prioritize work in a busy fast paced environment

HOURS OF WORK: Afternoons, evenings and weekend shifts available.

LAST DATE TO APPLY:

HOW TO APPLY:

If this is a job opportunity you are interested in applying for please submit an up to date resume via email to humanresources@vianet.ca or by fax 705-222-2800 referencing Job Vacancy – T1 Rep in the subject line. We thank all applicants in advance for your interest in applying, however because of time constraints, only those under consideration will be contacted.