



JOB OPPORTUNITY POSTING

POSITION TITLE: First Line Technical Support Representative – X1 FT & X1 Part Time

DEPARTMENT: Technical Support

LOCATION: Sudbury

REPORTS TO: First Line Tech Support Manager

COMPANY:

Vianet provides complete communications solutions throughout Ontario, with the widest range of Internet access services including Dialup, highspeed DSL and Cable Internet, Wireless to rural residents and Fibre to larger enterprises.

SUMMARY:

There is an immediate opportunity for a Full & Part Time First Line Technical Support Rep at the Sudbury location. We encourage students to apply for the PT opportunity. 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



- 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
- Above average computer skills in MS Office, Word and Excel
- Tech savvy
- 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
- Team player with a positive attitude and good work ethic
- Excellent customer service and technical trouble shooting and problem solving skills
- Ability to work independently, 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: Flexibility to work all shifts including evenings and weekends. Part timers are guaranteed 20 scheduled hours per week with the possibility of flexing up to a maximum of 40 hours per week during the summer months.

DATE POSTED: July 17th, 2017

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 "PT T1 Vacancy" 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.