



# JOB OPPORTUNITY POSTING

**POSITION TITLE:** First Line Technical Support – Full 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, high speed DSL and Cable Internet, Wireless to rural residents and Fibre to larger enterprises.

**JOB SUMMARY:**

There is an immediate opportunity for a Full Time First Line Technical Support Rep 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:** Monday to Friday  
2:30pm to 11:00pm

**DATE POSTED:** January 17<sup>th</sup>, 2017

**LAST DATE TO APPLY:** January 31<sup>st</sup>, 2017

**HOW TO APPLY:**

If this is a job opportunity you are interested in applying for yourself or have someone you would like to personally refer who has the appropriate background and qualifications, please complete a **Job Opportunity - Response Profile** or a **Job Opportunity – Employee Referral Form** along with a current up to date resume and submit via email to [humanresources@vianet.ca](mailto:humanresources@vianet.ca) or by fax 705-222-2800 referencing “T1Vacancy” 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.

**AS AN INTERNAL APPLICANT, YOUR RESUME MUST BE ACCOMPANIED  
BY THE *JOB OPPORTUNITY RESPONSE PROFILE.***

**PLEASE FORWARD BOTH COPIES TO HUMAN RESOURCES BY:  
EMAIL [humanresources@vianet.ca](mailto:humanresources@vianet.ca) OR BY FAX 705-222-2800**