



# JOB OPPORTUNITY POSTING

**POSITION TITLE:** Tier 2 Technical Support  
**DEPARTMENT:** Technical Support  
**LOCATION:** Sudbury  
**REPORTS TO:** Assistant Manager, Technical Support  
**COMPANY:**

Vianet provides complete communications solutions throughout Ontario, with a wide range of Internet access services including high speed DSL and Cable Internet, Wireless to rural residents and Fibre to larger enterprises. 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 full time opportunity for a Tier 2 - Technical Support Rep at the Sudbury location.

## **POSITION RESPONSIBILITIES:**

- Diagnose and resolve technical internet issues
- Internet connection and email client configurations
- Provide advanced level technical support
- Provide client assistance with the use of Vianet software and services.
- Multitask in a fast paced environment
- Work in a live ticketing system environment
- Ticket queue management
- Prompt & timely call response time
- Document accurate account notes, reason and resolution
- Ensure customer satisfaction and quality of service

## **EXPERIENCE / KNOWLEDGE REQUIRED:**

- Previous customer service experience in tech support
- Completion of high school diploma or post secondary studies preferred
- A strong 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)
- Strong networking background and internet essentials
- Knowledge of internet and related products
- Good data entry skills with a focus on accuracy
- Keyboarding (60-100 words per minute)
- 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
- Ability to work well under pressure
- Regular time and attendance is an essential job function
- Flexibility to work various shifts including days, afternoons, evenings and weekends
- 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:** Sunday to Thursday  
2:30pm – 11:00 pm

**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 “T2 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.

**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**