



JOB OPPORTUNITY POSTING

POSITION TITLE: First Line Technical Support Rep

DEPARTMENT: Technical Support

LOCATION: Sudbury

REPORTS TO: Tech Support Manager

COMPANY:

Vianet is a well-established, customer-oriented telecommunications company located across Ontario. We provide Residential, Small Business, and Enterprise level customers in both urban and rural locations with a wide range of services to suit their unique needs. We offer internet access across a variety of mediums, such as our own Fibre and Wireless infrastructure, which we are continually expanding, as well as over third-party DSL and Cable. We also provide phone service in all our serving areas, as well as high-definition television service in select areas.

We are looking for more hard-working employees to help continue to grow our company. To serve our customers better each and every day we need great people. That's why we approach our passion for our company with the same passion for our people. We know that the right people in the right positions can do incredible things, and we love watching that happen!

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. In this role, T1 Reps field a variety of inbound phone calls from customers who need help addressing a specific issue. 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:

- Post Secondary studies preferred. i.e. Computer System Technology diploma
- Customer service experience in the telecom industry is an asset
- Previous call center experience is preferred
- Technical support experience is an asset
- Bilingualism considered an asset
- Excellent communication and listening skills.
- Detail oriented and organized.
- Dynamic and adaptable.
- Analytical and problem-solving skills.
- Ability to multi-task, and work under pressure.
- Ability to work in a computerized and constantly changing environment.
- Regular time and attendance is an essential job function.
- Team player with a positive attitude and good work ethic
- Good command of English, and French spoken and written, other languages are an asset.
- Knowledge of modem configuration (Fiber, Wireless, DSL, CABLE, VoIP, and IPTV) is an asset.

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

DATE POSTED:

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 submit a current up to date to careers@corp.vianet.ca or by fax 705-222-2800 referencing "T1 Rep - 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.