



Technical Support Representative 2 (TSR II) – Prince Rupert – Full time

In-Service Posting No: CW21-19
Posting Date: April 29, 2020
Closing Date: May 29, 2020
Department: Inside Plant
Position: Technical Support Representative 2 (TSRII)
Hours of Work: As per IBEW 213 Collective Agreement, Article 7.01(a), 07.02, 07.03
Salary: As per IBEW 213 Collective Agreement, Article 27 - Inside Technician 2
Reports To: Ryan Ray, Director of Inside Plant

Nature of Work:

This position handles inbound and outbound calls about technology repair, replacement, and problem resolution. This role will support ongoing and new deployment of products in collaboration with CSR and technicians. The incumbent demonstrates empathy while dealing with challenging situations and working in a fast-paced environment. This role requires excellent troubleshooting aptitude to assess and resolve customer needs in a timely manner.

Principle Accountabilities:

- Deliver exceptional customer experience while using CityWest tools and support systems to maximize first contact resolution.
- Receive, log and answer customer requests and issues via phone and email.
- Troubleshoot and resolve customer inquiries and initiate corrective action by walking user through the solution or remote access of the user's device. This may include functionality, configuration, and connectivity.
- Analyze requirements and devise test scenarios to validate internet, video, and telephone connectivity against expected behavior and quality standards.
- Provide follow-up customer contact to ensure satisfactory resolution.
- Monitor incidents and escalate to management when required; incidents not being action in a timely manner.
- Provide reports on status, fault, and problem management.
- Available to work a flexible shift rotation (including evenings, weekends, and statutory holidays) in an environment operating 7 days a week.
- Other duties as required.

Knowledge and Skills:

- Minimum two-year technical diploma in telecommunications or computers at a recognized technical institute.
- Must have excellent English oral, comprehension and written communication skills and ability to convert technical terms into everyday language to ensure understanding.
- Good understanding of network technologies, topologies, and protocols (TCP/IP, DSLAM/CMTS, SMTP, SNMP, IP Multicast, IP allocation & IP blacklisting, DNS) including common IP-based tools (FTP, telnet, SSH, voice and data terminal emulator).
- Experience in diagnosing, documenting & troubleshooting issues spanning multiple technologies.
- As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

Competencies:

- Interpersonal, communication and leadership skills
 - Effective organizational, time management and prioritization
 - Commitment to on-going professional development
 - Cisco CCNA and/or CCNP or equivalent Juniper Certifications, CompTIA A+ and/or Network+ certification.
 - 12-18 months of experience in a Service Desk, Technical Support, or similar role.
 - Experience with wireless (or wired) modems & routers in troubleshooting/configuration.
 - Knowledge of telecom carrier services and technologies including LNP, DMS-100, CS-1500, SS7, PRI, and ISDN.
 - Telecommunication experience and customer service or helpdesk certification training.
 - Experience using an incident tracking system.
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To apply for the position, submit a resume and cover letter to the attention of Human Resources at recruitment@cwct.ca. We thank all applicants in advance for their interest, but we will only be contacting short-listed candidates for interviews.