



## Technical Support Representative 2 Any Community

<b>In-Service Posting No:</b>	CW23-19
<b>Posting Date:</b>	April 24, 2023
<b>Closing Date:</b>	May 1, 2023
<b>Department:</b>	Inside Plant – TSR 2 - Any community
<b>Hours of Work:</b>	As per IBEW 213 Collective Agreement, Article 7.01(a), 07.02, 07.03
<b>Salary:</b>	As per IBEW 213 Collective Agreement, Article 27 - Inside Technician 2
<b>Reports To:</b>	TSR Supervisor/Operations Manager

### Nature of Work:

This position handles requests about technology configuration, repair, replacement, monitoring and problem resolution. This role will support ongoing and new deployment of products in collaboration with other departments. 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

- Maintain and develop positive relationships with CityWest Customers to provide the best customer experience
- Deliver a superior customer experience while using CityWest tools and support systems to maximize first contact resolutions.
- Receive, log and respond to requests and issues.
- 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.
- Provide follow-up customer contact to ensure satisfactory resolution.
- Account and record audits.
- Provide reports on status, fault, and problem management
- Monitor incidents and escalate to supervisor or management when required; incidents not being actioned in a timely manner.
- Analyze requirements and devise test scenarios to validate product operations against expected behavior and quality standards.
- 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.

### Qualifications and Experience:

- Minimum two-year technical diploma in telecommunications or computers at a recognized technical institute.
- 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, Customer Service or similar role.
- 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.
- Experience with wireless (or wired) modems & routers in troubleshooting/configuration.



## Technical Support Representative 2 Full Time – Any Community

- Knowledge of telecom carrier services and technologies including LNP, DMS-100, CS-1500, SS7, PRI, and ISDN.
- Experience using an incident tracking system.

### **Skills and Competencies:**

- Ability to interact and communicate professionally with a diverse group (peers, customers, supervisors, managers, and subject matter experts)
- Must have excellent English oral, comprehension and written communication skills and ability to convert technical terms into everyday language to ensure understanding.
- Must have a reliable attendance record
- Strong problem-solving skills
- Organized, attentive to detail
- Ability to work through stressful situations
- Ability to work individually and as part of a team

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.

To apply for the position, submit a resume and cover letter to the attention of Human Resources at [recruitment@cwct.ca](mailto:recruitment@cwct.ca). We thank all applicants in advance for their interest, but we will only be contacting short-listed candidates for interviews.