



## Full Time Technical Support Representative Tier 1

**Department:** Inside Plant

**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 1

**Reports To:** TSR Supervisor / Operations Manager

### **Nature of Work:**

This is a technical support position that requires extensive contact with the public. This position handles requests about technology repair, replacement, monitoring and problem resolution for current and future CityWest services. The incumbent demonstrates empathy while dealing with challenging situations and working in a fast-paced environment.

### **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 customer support requests and escalating to the appropriate team when unable to resolve the issue.
- Troubleshoot and resolve customer inquiries and initiate corrective action by assisting user through the solution or through remote access of the user's device. This may include functionality, configuration, and connectivity. If unable to resolve the issue is escalated to the appropriate team or manager.
- Monitor CityWest systems and escalate issues to the appropriate team.
- Account and record audits.
- Provide follow-up customer contact to ensure satisfactory resolution.
- Available to work a flexible shift rotation (including evenings, weekends, and statutory holidays) in an environment operating 24/7/365.
- Other duties as required.

### **Qualifications and Experience:**

- Secondary School Diploma
- Post-Secondary studies are an asset
- Minimum of one-year experience in a computerized environment
- Minimum one year of customer service experience
- Experience with Microsoft Office 365 Suite – Excel, Word, Outlook etc.

### **Skills and Competencies:**

- Ability to interact and communicate professionally using empathy and patience with a diverse group (peers, customers, supervisors, managers, and subject matter experts)
- Good communication skills (oral and written)
- Strong problem-solving skills
- Organized, attentive to detail
- A "can do" attitude
- Use of empathy, patience and sincerity when handling challenging situations
- Ability to work individually and as part of a team



## **Full Time Job Posting Technical Support Representative Tier 1**

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.