



Technical Support Representative 1

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.

Principal 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.
- Monitor CityWest systems and escalate issues identified.
- Account and record audits.
- 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

- 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 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 both individually and as part of a team

Please note that interviews and assessments may be required to determine skills and qualifications for the position. Please submit a cover letter, resume or a CityWest Internal Application to the attention of Human Resources by email to recruitment@cwct.ca.