

Technical Support Representative (NOC 2282)

Business Address:

1111-57 Ave. NE (Suite #100) Calgary, AB T2E 9B2

Terms of Employment:

- Job Location: Based in Calgary, Alberta. May be required to travel to client sites.
- Salary \$31.25 to \$36.06 / hour (\$65,000 to \$75,000 per year) – To be negotiated
- Vacancies: 1 Vacancy
- Permanent, Full time, 40.00 hours/week
- Employment conditions: On call work available on voluntary basis after guaranteed 40 hours per week
- Start date: As soon as possible
- Benefits: GreenShield Benefit Plan: Health Benefits, Medical benefits, Dental benefits, Vision care benefits, Travel Benefits, Other benefits

Job requirements

Languages: English

Education

College/CEGEP or equivalent experience

Experience

2 years to less than 3 years

Transportation/Travel Information

Willing to travel, Travel expenses paid by employer

Work Conditions and Physical Capabilities

Fast-paced environment, Tight deadlines, Repetitive tasks, Attention to detail, Sitting

Personal Suitability

Accurate, Excellent oral communication, Organized, Judgement, Client focus

Specific Skills

- Deliver service and support to end-users using Telenium Network Management System
- Install and configure Telenium Network Management System
- Examine tickets/call logs to determine any patterns/trends developing
- Gather and use customer details to evaluate the issue, analyze symptoms, diagnose and solve technical issues
- Work with staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation
- Gain knowledge of how day-to-day business is done to develop applications integrated into the overall process
- Work with Departments to meet their reporting needs

- Maintain applications to meet the changing and expanding needs of all Departments
- Document both internal workings of application (client/server) and user interface
- Deploy new hardware and support other departments in the selection of computer related hardware
- Deploy new software and related services and support other departments in the selection of commercial or custom software
- Ensure software applications and services are running the most current service patches or updates
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services
- Research required information using available resources
- Identify and escalate priority issues per Client specifications
- Redirect problems to appropriate resource
- Accurately process and record call transactions using a computer and designated tracking software
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Follow up and make scheduled call backs to customers where necessary
- Stay current with system information, changes and updates

Computer and Technology Knowledge

Linux, Networking software, Networking hardware, Networking security, Servers, Desktop applications, Presentation software, Communication software, Project management software, Mapping and data visualization software, Database software, Programming languages, Spreadsheet, MS Office, Data analysis software, SQL, TCP/IP, Wireless networks, XML, .NET, Network Management, Telecommunications and networking principles

Other Requirements

- Experience with Telenium or similar network management application either as a user, or as a technical support representative
- In depth understanding of telecom networking principles

Work Setting

Software Network Management

How to apply

By Email: technicalsupport.applications@megasys.com