# Customer Support Technical Specialist (Bilingual – French)

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Phone :
Web :

**Job Summary**

Vacancy :
Deadline : Jun 28, 2024
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Employment Status : Full Time
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

**Job Description**

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Who we are:

Geotab ® is a global leader in IoT and connected transportation and certified "Great Place to Work™." We are a company of diverse and talented individuals who work together to help businesses grow and succeed, and increase the safety and sustainability of our communities.

Geotab is advancing security, connecting commercial vehicles to the internet and providing web-based analytics to help customers better manage their fleets. Geotab's open platform and Geotab Marketplace ®, offering hundreds of third-party solution options, allows both small and large businesses to automate operations by integrating vehicle data with their other data assets. Processing billions of data points a day, Geotab leverages data analytics and machine learning to improve productivity, optimize fleets through the reduction of fuel consumption, enhance driver safety and achieve strong compliance to regulatory changes.

Our team is growing and we're looking for people who follow their passion, think differently and want to make an impact. Ours is a fast paced, ever changing environment. Geotabbers accept that challenge and are willing to take on new tasks and activities - ones that may not always be described in the initial job description. Join us for a fulfilling career with opportunities to innovate, great benefits, and our fun and inclusive work culture. Reach your full potential with Geotab. To see what it's like to be a Geotabber, check out our blog and follow us @InsideGeotab on Instagram. Join our talent network to learn more about job opportunities and company news.

**Who you are:**

We are always looking for amazing talent who can contribute to our growth and deliver results! Geotab is seeking a Customer Support Technical Specialist (Bilingual - French) who is responsible for one-call resolution with a focus on creating customer loyalty and providing a great customer experience. If you love technology, have a passion for technical and customer support and are keen to join a leading-edge telematics firm, we would love to hear from you!

**What you'll do:**

The Customer Support Technical Specialist (Bilingual - French) offers assistance for any product inquiries via phone, email and live chat. The agent will be responsible for providing timely and accurate informational support to customers, contributing a prime customer-obsessed interaction. The Customer Support Specialist will also collaborate with internal teams, perform advanced troubleshooting on GO devices and develop internal documentation.

The ideal candidate will be enthusiastic, curious with a passion for customer service and technology / Big Data. We are seeking demonstrable problem solving skills, logical reasoning and willingness to assist our customers. You will ensure ownership and doing the right thing to offer solutions from beginning to end of our customer's issue. By showing proactiveness to provide remarkable support to resolve distinctive and sensitive issues, our agents maintain high customer satisfaction. Support Specialists are responsible to keep things simple, collaborate with other team members and strive for transparency.

## How you'll make an impact:

• Delivers technical assistance to partners, customers, and internal teams across various communication channels, including phone, chat, and email.
• Assumes ownership of customer-reported issues, ensuring their resolution while adhering to departmental Service Level Agreements (SLAs).
• Utilizes internal tools to conduct research, diagnosis, and troubleshooting, identifying solutions to address both hardware and software-related challenges.
• Maintains product knowledge encompassing Geotab hardware, configuration and navigation of the MyGeotab portal, Geotab Drive application/navigation, third-party integrations, software applications, and hardware.
• Thoroughly document customer support interactions in our ticketing system, maintaining accurate and organized records.
• Follows established protocols for escalating unresolved issues to relevant technical internal teams.
• Develops and curates Knowledge Base articles within the Geotab Community, ensuring valuable resources for ongoing learning and issue resolution.
• Handles requests for cancellation, reactivation, suspension, and device plan changes from supported customers.
• Coordinates training activities, whether by providing instructional videos, initiating training requests within the MyGeotab database, or engaging with the assigned Life Cycle Specialist.
• Offers technical support and troubleshooting expertise for the MyGeotab Software application, Geotab GO devices, IOX modules, OEM integrations, and other hardware available through the OrderNow platform.
• Protects company data and security by authenticating users and adhering to necessary clearance and access protocols.
• Supporting clients 24/7, thus hours of work may vary.

## What you'll bring to this role:

• Ability to read, write and speak in English and French fluently.
• 1-3 years working experience in customer service/support capacity.
• 1-3 years working experience in troubleshooting technical issues is an asset.
• Excellent verbal and written communication skills.
• Strong analytical & critical thinking skills and a natural problem solver.
• Ability to work independently and use independent resources such as knowledge center documentation as guidance to properly diagnose and troubleshoot customer issues.
• Ability to embrace and implement process changes.
• Highly organized and able to manage multiple tasks and projects simultaneously in a fast-paced working environment.
• Technical competence using software programs such as Google Suite for business (Sheets, Docs, Slides) and MS Excel.
• Knowledge of various programming languages (i.e., SQL, Python, C# or JavaScript) is an asset.
• Ability to work any schedule on a 24/7 environment.

If you got this far, we hope you're feeling excited about this role! Even if you don't feel you meet every single requirement, we still encourage you to apply.

**Please note:** Geotab does not accept agency resumes and is not responsible for any fees related to unsolicited resumes. Please do not forward resumes to Geotab employees.

Why job seekers choose Geotab:

Flex working arrangements

Home office reimbursement program

Baby bonus & parental leave top up program

Online learning and networking opportunities

Electric vehicle purchase incentive program

Competitive medical and dental benefits

Retirement savings program

**\*The above are offered to full-time permanent employees only**

How we work:

At Geotab, we have adopted a flexible first working model in that we have systems, functions, programs and policies in place to support both in-person and virtual work. However, you are welcomed and encouraged to come into our beautiful, safe, clean offices as often as you like. When working from home, you are required to have a reliable internet connection with at least 50mb DL/10mb UL. Virtual work is supported with cloud-based applications, collaboration tools and asynchronous working. The health and safety of employees are a top priority. We encourage work-life balance and keep the Geotab culture going strong with online social events, chat rooms and gatherings. Join us and help reshape the future of technology!

We believe that ensuring diversity is fundamental to our future growth and progress and is an integral part of our business. We believe that success happens where new ideas can flourish – in an environment that is rich in diversity and a place where people from various backgrounds can work together. Geotab encourages applications from all qualified individuals. We are committed to accommodating people with disabilities during the recruitment and assessment processes and when people are hired. We will ensure the accessibility needs of employees with disabilities are taken into account as part of performance management, career development, training and redeployment processes. If you require accommodation at any stage of the application process or want more information about our diversity and inclusion as well as accommodation policies and practices, please contact us at careers@geotab.com. Click here to learn more about what happens with your personal data.

**Education & Experience**

**Must Have**

**Educational Requirements**

**Compensation & Other Benefits**