

## Junior Technical Support Specialist



# FIELD EFFECT

Phone :

Web :

### Job Summary

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Vacancy :

Deadline : Jul 05, 2024

Published : Jun 05, 2024

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

## Job Description

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People rarely can say that they work at a job they truly love—unless, of course, they work at Field Effect. We believe in investing in the personal and professional success of our employees. We want our teammates to feel great about the work that they do and about themselves when they are with us. That is our culture.

We have an all-star team with industry leading cyber security knowledge and analytical thinking that is engaged, motivated, genuinely curious, and has the willingness to be as diligent as possible. Field Effect is a rapidly growing company with an increasingly distributed global workforce that provides world-class managed cyber security solutions for businesses of all sizes. The company was founded by the brightest talents in cyber security, with a mission to remove the complexity of securing endpoints and networks by delivering monitoring and threat protection services that are easy to use and provide actionable insights.

### What You'll Do

Field Effect is looking to add an articulate and proactive **Junior Technical Support Specialist** to their growing Service Delivery team, Reporting to Head of Client Engagement, the person in this role will use their problem-solving skills while managing customer relationships via a hotline and ticketing system. In this position, you will:

- Respond to support hotline and ticket triage (email), escalation of normal through urgent priority tickets and incidents, and resolution of Tier 1 issues
- Respond to customer inquiries and provide technically supported solutions, update customers with regular case management efforts to ensure we exceed their expectations while adhering to our Service Level Agreement
- Provide troubleshooting towards resolving issues such as installation issues, best practice configuration, network troubleshooting and cloud configuration
- Drive technical escalations, monitoring ticket progress across teams, to meet team response/resolution targets
- Work closely with internal teams to gain knowledge and provide solutions to customers
- Provide feedback on technical support procedures and policies with the goal of improving overall customer satisfaction as well as efficiency
- Provide ideas and assist with creation of documentation and internal support content
- May be asked to participate in the on-call rotation (8am – 8pm, not 24/7)
- Occasional travel may be required.
- Please note that this role is open to candidates that reside in PST time zone only

### Experience & skills we look for:

- 1+ years of experience in a technical support or a help desk role
- Excellent written, verbal, presentation and phone communication skills in English, with the ability to adapt conversations for technical and non-technical audiences
- Strong knowledge of computer software, such as configuration management software, desktop communications software, and operating system software
- Proven ability to take complete ownership of problems from identification through to resolution
- Ability to solve problems and de-escalate in a calm manner
- Excellent team spirit with a desire to help others
- Personal motivation and excellent time management skills
- Ability to work independently or within a team supporting our customers

### Added Bonuses

- Experience in performing a variety of activities related to the analysis, installation, and troubleshooting of firewalls, routers, switches and applications
- Bilingualism in French is considered an asset

### What You'll Get By Joining Our Team

- Your brilliance will get a runway
- You will be surrounded by industry leading cyber security experts
- You will help shape the future of cybersecurity
- A workplace of opportunity
- Competitive compensation & Extensive Benefits such as generous paid vacation
- We work from a hybrid environment but open to applicants residing in Canada that prefer remote work

If this sounds exciting, we would love to hear from you! Please note that only the candidate(s) selected for the next phase of the hiring process will be contacted directly.

Field Effect is an equal opportunity employer. All qualified applicants are given consideration regardless of race, religion, colour, gender, sex, age, sexual orientation, gender identity, national origin, marital status, citizenship status, disability, veteran status, or any other protected class as provided in applicable employment laws. If you have a disability or special need that requires accommodation, please contact us.

Field Effect has earned their outstanding reputation through innovation, ingenuity and drive to change the cyber security industry. As a result of the exceptional workplace and culture they have built, Field Effect has been recognized as one of [Canada's Top 100 Small and Medium Employers](#) in 2023. In addition, they have been consistently named one of the [top employers in Ottawa](#), by Invest Ottawa. This team is committed to helping businesses simplify and improve their cyber security by empowering their employees to collaborate, grow and thrive in their fields.

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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