

Technical Support Analyst

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Phone :

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Job Summary

Vacancy :

Deadline : Jul 20, 2024

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Employment Status : Remote

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

What You Will Do:

Reporting to the Network Operations Centre Manager, you'll be the frontline support for customers, resolving data and voice service issues. Your role involves managing Service Level Agreements (SLAs) and contributing to departmental Key Performance Indicators (KPIs) while delivering exceptional customer service.

- Respond to inbound support calls promptly, gathering necessary information, documenting customer issues, and providing troubleshooting and resolution for various customer issues while delivering exceptional customer service.
- Monitors the inbound ticket queue, triage new tickets appropriately, and assists the team in prioritizing tickets based on service type and SLA.
- Manages and troubleshoots VOIP systems.
- Manages and configures Linux systems using CLI.
- Work directly with last-mile carriers to resolve upstream service issues.
- Maintain internal documentation to assist the team in keeping processes up to date and relevant.
- Remains up-to-date on the latest Support Team procedures and follows them carefully; provides input and suggestions for procedures as needed.
- Works collaboratively with team members to meet or exceed Service Level Agreements and other customer service goals.
- Follows defined support procedures, escalating as needed per defined criteria.
- Provides training and guidance to team members as required.
- Maintains effective professional relationships with partners, customers and team members.
- Maintains required reporting and metrics; tracks problems.
- Maintains knowledge of current technologies and researches new technologies to keep up with industry standards and to provide innovative solutions.

Why iTel:

Our team is distributed across Canada, and we are 100% committed to remote work, enabling us to always hire the best person for the job regardless of where they live. We're proud to have integrated the flexibility of remote work with the collaborative environment of a Virtual office. As a leader in innovative technology solutions, we're using the best tools available to empower the close-knit teamwork and supportive, interactive culture that's been key to our success.

We're growing rapidly and we're excited about it. We have our sights set high as we've built the largest business internet, voice, and data footprint in Canada. We are using our extensive network to connect people and workplaces across Canada while pushing the boundaries of what is possible combining Canada's largest network with an extensive portfolio of next-generation technologies.

Qualifications:

Post-secondary degree in computer science, physical science, engineering or related field plus a minimum of two years of recent, related experience. An equivalent combination of education, skills and experience may be considered.

Qualifications:

- Possesses integrity, confidentiality and high ethical standards
- Demonstrates initiative, judgment and adaptability; takes a solution-based approach to problems and resolves problems quickly and effectively
- Possesses strong analytical and critical thinking skills
- Ability to organize work, be accurate, set priorities, multi-task and work with minimal direction; ability to meet strict deadlines
- Ability to focus and be self-motivated to achieve departmental goals in a remote environment
- Ability to thrive in a dynamic, fast-paced environment
- Ability to work as a team, or independently
- Ability to be creative and innovative to respond to the business and technical support needs
- Ability to build and maintain strong relationship skills and provide exceptional customer service to internal and external clients
- Excellent knowledge of Microsoft suite / GSuite applications
- Familiar with basic networking concepts (LAN, DHCP, TCP/IP, Subnetting, NAT)
- Familiar with basic voice concepts (SIP, PBX)

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
