

**Technical Specialist**  
**Full-time or Part-time**  
**Woodstock, ON**

As a Technical Specialist at Execulink, your primary responsibility is to provide an AWESOME experience to all customers, including internal and external business partners in a queue-based, call-centre setting. This role has a focus on resolving escalated, advanced, Tier 2 technical issues involving DSL connections, routing issues, hosted phone systems and more through efficient processing of requests and clear communication and coordination with other departments. You will be responsible to monitor customer alerts and act accordingly in high-pressure situations.

**Position Details**

- Combination of weekend overnight shifts and regular shifts
- Overnights run from 11 P.M.-7 A.M. on Friday and Saturday nights
- Regular shifts are eight hour shifts between 7 A.M.-7 P.M. Monday-Friday, as scheduled
- Full-time and part-time options available
- Permanent position

**Key tasks within this role include, but are not limited to:**

- Resolve technical issues accurately in a busy, queue-based call-centre setting
- Efficiently work through the inbound, callback, e-mail and chat queues to meet Key Performance Indicators (KPIs) and department targets
- Perform customer callbacks, and tasks and ticket creation focusing on resolution time adherence, database management, and escalations using Aurora; coordinate with other departments to ensure ticket repairs or escalations are handled within agreed upon service levels
- Respond to queries or escalations from LMPs related to open repairs and work with internal departments to resolve
- Answering time sensitive calls / Requests (Police/Emergency) and office alarms, Top Tier extension overflow and direct callers to appropriate department/staff
- Monitor and action the network for Nagios alerts automated alerts, planned maintenance, client alerts etc. Notify and arrange appropriate customer contact.

**Qualifications include advanced knowledge of the following items:**

- A variety of internet connections (DSL Cable, Fibre, MLPPP, etc.)
- Different makes and models of routers and how to troubleshoot "routing issues". (Cisco IOS, Hosted Phone Systems like VOIP)
- Subnetting
- IP Routing
- E-mail Exchange + POP
- DNS
- Communicates clearly and effectively, verbally and in writing, with confidence using superior customer service skills to manage customer expectations and ensure an awesome customer experience
- 1+ years of experience in a technical support role, call center/customer service environment preferred
- Sound decision making abilities in an ever changing environment with shifting priorities
- Must be detail-oriented, with effective analytical and problem solving skills

- Ability to effectively manage change and stay current with technology trends
- Previous call-centre experience is considered an asset
- *Execulink requires successful candidates to provide proof of COVID-19 vaccinations as approved for use by Health Canada*

### **How to Apply**

Submit your cover letter and resume in confidence to [work@execulinktelecom.ca](mailto:work@execulinktelecom.ca)

### **About Us**

At Execulink Telecom, the largest locally owned independent telecom company in Southwestern Ontario, our only goal is to enhance your lifestyle at home, work and play. As we grow rapidly, we have an unwavering commitment to continue to build a positive team, with a friendly, family spirited approach. The selection of exceptional talent is important to us! When you join Execulink, you're joining a team that's focused on not only providing an AWESOME experience to our customers, but to our employees as well. We live and breathe our Mission, Vision and Values, and are searching for individuals who are excited to contribute and do the same!

*Execulink Telecom is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.*