

Technical Specialist
Full-time, permanent
Woodstock, ON (Remote)

Your Friendly, Neighbourhood Technical Hero!

Execulink is looking for someone with extraordinary technical knowledge to act as a “Technical Hero” and hone in on advanced and unexpected internet, TV and phone service interruptions. Be the hero Execulink customers need in times of desperation! Help our awesome customers get back to receiving the telecom solutions they deserve! Great technical ability should never be a secret.

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.

As a Technical Specialist, you will conquer the following:

- Provide awesome service to our customers with a goal call resolution time of 14 minutes or less
- Support incoming tickets while maintaining average response timelines
- Help customers using our innovative technology and customer remote assistance apps
- Assist our sales team in enhancing the lifestyle of our customers by providing referrals for improved services
- Give our customers an awesome experience with every interaction by providing effective resolutions to inquiries and advanced technical support requests

Position Details:

- Combination of weekend overnight shifts and regular shifts
- Overnights run from 11 P.M.-7 A.M. on Friday and Saturday nights
- Other shifts are scheduled during regular hours. Eight hours in length, between 7 A.M.-11 P.M. Monday-Thursday, as scheduled
- Job duties on overnights are heavily weighted to network monitoring
- Shift premium of \$2/hr for any hours worked between 7 P.M.-11 A.M.
- Work from home opportunity

Key tasks within this heroic 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.

With great technical power comes great knowledge in these areas:

- 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***

Ready to apply and conquer technical disruption?

Submit your cover letter and resume in confidence to 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.