

## **Technical Specialist, Full-Time Execulink Telecom- Woodstock, ON**

**Imagine having the opportunity to enhance our customer's lifestyles at home, work and play play.....all within a contact centre environment!**

*"I have been a customer for over 20 years and have not changed because of the reliable service and excellent technical support. In fact yesterday, I switched over to cable internet and phone and everything went so smoothly due to the excellent, readily available staff to assist me. Thank you."*

*- Jacque from Guelph*

*"I have been with you since the '90's. Would never switch to anyone else. Always there when I need you, and everyone is so knowledgeable and friendly. Way to go Execulink."*

*- Lenene from Mossley*

### **About This Opportunity**

As a Technical Specialist, your primary focus is to provide an AWESOME experience to all customers, internal and external business partners. This role has a focus on resolving escalated advanced technical issues, through efficient processing of requests, clear communication and coordination with other departments. You will be responsible to monitor customer alerts and act accordingly in high-pressure situations.

### **Key tasks within this role include:**

- Through the delivery of an awesome customer experience, resolve escalated technical issues accurately and efficiently 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
- Complete daily updates of open tickets; review repeat tickets/escalations for root causes and present findings to Supervisor
- Monitor and action tickets for issue patterns, to submit Master Tickets with Last Mile Providers (LMPs) and within Execulink, reviewing agent submissions for completeness/completions and provide developmental feedback to Supervisor
- Support Outside Technicians during a customer installation or repair; co-ordinate and perform hardware changes for the Outside Technicians
- Respond to queries or escalations from LMPs related to open repairs and work with internal departments to resolve
- Monitor and action Abuse tank/e-mails for Webmail spam/outbound spam/toll fraud alerts, high usage reports/spam examples. Maintain the Ticket Desk email accounts/tanks.
- Provide backup to Sales Support by porting numbers after regular business hours

- Answering the 'BAT Phone/assisting with 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.
- During system or network failures follow the established protocol to communicate with internal and external business partners utilizing multiple vehicles
- Tracking/logging all events throughout each shift and submitting a completed shift report at the end of each shift.

### **Position Details:**

- Based out of the Woodstock Office
- The core hours of this position are Monday-Friday between the hours of 7AM and 7PM. Saturday and Sunday shifts are run from 8AM-6PM.
- We would need availability to work weekends and holidays on a rotational basis, as scheduled.

### **What You Offer**

- 1-2 years experience in a technical support role, call centre/customer service environment preferred
- 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
- Proficiency with Microsoft Windows and Microsoft Office
- Successfully pass the Execulink training
- 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
- Maintain technical knowledge of all company products and services.
- Valid Class G Licence and access to reliable transportation.

### **What We Offer**

- Competitive compensation
- Full benefits package including medical, dental, vision, retirement savings, health & wellness program, employee discount plan, tuition reimbursement program & interest free computer loans!

### **How to Apply**

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

*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.*