

Technical Specialist- Midnights **Execulink Telecom- Woodstock, ON**

Execulink Telecom is looking for a Technical Specialist to play a vital role in providing an AWESOME experience for our customers who require assistance overnight.

Are you more productive at night?

Do you need more flexibility during the day to get things done such as getting your children to and from school or running errands?

Do you want a chance to make more money by earning a midnight shift premium?

About This Opportunity

This role has a focus on network monitoring and lower complexity issues. Many calls that come in overnight are similar to calls that Customer Liaison representatives receive. Some issues may include resolving DSL connections, routing issues, hosted phone systems, 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.

Schedule:

We are in need of overnight shifts to be covered Fridays and Saturdays. The remaining days of the week are flexible in terms of scheduling.

Offering either part-time or full-time hours depending on applicant preference and customer need.

What We Offer

- ❖ Competitive compensation with an extra \$2 per hour while working through the hours of 11pm-7am.
- ❖ Full benefits package including medical, dental, vision & retirement savings for full-time, permanent employees.
- ❖ Health & wellness program
- ❖ A generous employee discount plan for Execulink services
- ❖ Tuition reimbursement program
- ❖ Interest free computer loans!

What You Offer

- ❖ Advanced knowledge of the following items:
 - ✓ A variety of DSL connections (DSL Cable, Fibre, MLPPP, etc.)

- ✓ Different makes and models of routers and how to troubleshoot “routing issues”. (Cisco IOS, JunOS)
 - ✓ Hosted Phone Systems (VoIP)
 - ✓ Sub netting
 - ✓ 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
 - ❖ Valid Class G License and access to reliable transportation.

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

- ❖ 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
- ❖ Respond to queries or escalations from LMPs related to open repairs and work with internal departments to resolve
- ❖ 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.

How to Apply

Submit your cover letter and resume for consideration to 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.

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!

Not the right fit this time? Follow us on our social media pages!

