

JOB DESCRIPTION

Position: Intermediate Technical Support Representative

Company: TelDig Inc. (2960, boul. Laurier, Suite 120, Québec)

Supervisor: Éric Blumhart, Head of Support

BENEFITS

There are several advantages to working at TelDig:

- Flexible schedule, competitive salary, great bonus and fringe benefits
- Spacious work place and nice atmosphere
- Encouragement for continuing education (refund program)
- Training offered in well-known schools
- Social activities and special events

SUMMARY OF POSITION

As part of his or her job, the employee will have to:

- Provide customers with technical support and diagnostics for second and third level requests (software and hardware)
- Propose solutions professionally and in the required delay
- Contact the customers regularly to communicate the status of their requests and issues
- Update or save information in the request and issue management system (TestTrack from Seapine Software)
- Work with managers to deploy the applications in different environments
- Identify potential hardware problems and propose recommendations
- Provide assistance for hardware and software deployments for customers (may include installation, update, configuration and testing of the different installations)

REQUIREMENTS

These are the requirements to fill the position offered at TelDig:

- DEC in Computer Science Technology or equivalent experience (minimum of 2 years of experience in technical support)
- Bilingualism
- Great skills in oral and written communications
- Relevant project management experience
- Knowledge about PC environment and especially about Windows
- Hands-on experience with modern programming languages, relational databases, operating systems, and most importantly with Windows, Oracle and MS SQL Server databases
- Ability to work in a team
- Initiative
- Orientation towards people and customers' satisfaction
- Great ability to solve software and hardware problems on site or by phone
- Ability to work under pressure

CONTACT

To get more information, please visit www.teldig.com or contact Nathalie Corbeil, Executive Assistant, at 1-800-501-5554, extension 251.

Welcome at TelDig!