

## JOB DESCRIPTION

**Position:** Senior Technical Support Representative - Analysis and Management

**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
- Analyze customers' business requirements and fill in analysis grids
- 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 5 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](http://www.teldig.com) or contact Nathalie Corbeil, Executive Assistant, at 1-800-501-5554, extension 251.

Welcome at TelDig!