

## JOB DESCRIPTION

**Position:** Technical Support Representative - Hardware

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

**Supervisor:** Éric Blumhart, Head of Support

## BENEFITS

- 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:

- Install and maintain office networks and infrastructures
- Manage virus scans, backup procedures and server reboots
- Monitor, test, update and troubleshoot hardware and software (travel possibilities)
- Update or save information in the request and issue management system (TestTrack from Seapine Software)
- Provide customers with technical support and diagnostics for first level requests (software and hardware)
- Propose solutions professionally and in the required delay, and immediately refer to employees in charge of second and third levels to solve the problem
- Provide assistance in issue management and follow-up
- Analyze customers' business requirements and fill in analysis grids when necessary

## REQUIREMENTS AND ADVANTAGES

Requirements	Advantages
<ul style="list-style-type: none"> <li>• DEC in Computer Science Technology or equivalent experience (technical support)</li> <li>• Bilingualism</li> <li>• Great skills in oral and written communications</li> <li>• Knowledge about PC environment and especially about Windows</li> <li>• Knowledge about client and server architecture</li> <li>• Ability to work in a team</li> <li>• Initiative</li> <li>• Orientation towards people and customers' satisfaction</li> <li>• Sense of organization</li> </ul>	<ul style="list-style-type: none"> <li>• Hands-on experience with modern programming languages, relational databases, operating systems, and most importantly with Windows, Oracle and MS SQL Server databases</li> </ul>

## 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!