

JOB DESCRIPTION

Position: 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:

- Manage technical support-related calls and emails
- 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
- Contact the customers regularly to communicate the status of their requests and issues
- Analyze customers' business requirements and fill in analysis grids when necessary

REQUIREMENTS AND ADVANTAGES

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

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!