

Technical Support Representative

Position Overview

Project a professional company image for all interactions when serving Waterloo Wireless and Megawire customers and prospective customers by:

- Answering inquiries & determining requirements
- Taking orders & arranging installations
- Troubleshooting & resolving problems
- Providing information & fulfilling requests
- Maintaining databases

Main Job Tasks & Responsibilities

- Answer calls & respond to customer inquiries by phone & email
- Route calls to appropriate person or department
- Research required information using available resources
- Manage & resolve customer complaints; identify & escalate priority issues
- Provide customers with product & service information
- Update existing customer information as required
- Process orders, forms & applications
- Follow up customer calls where necessary
- Document all call information & complete call logs according to standard operating procedures
- Work with Field Technicians to ensure work orders are complete, understood, and applicable equipment and supplies are set aside
- Receive shipments and enter into inventory; manage RMAs as required
- Enhance Waterloo Wireless and Megawire's reputation by accepting ownership for accomplishing new & different requests; exploring opportunities to add value to job accomplishments

Education & Experience

- Minimum high school diploma or equivalent; college graduate in relevant technical discipline preferred
- Proficient in relevant computer applications, with good data entry & typing skills
- Strong command of English (verbal and written)
- Knowledge of customer service principles and practices
- Knowledge of and experience in a call centre or technical support environment
- Knowledge of administrative & clerical processes

Essential Skills & Qualifications

- Basic understanding of computer networking (e.g. routers, switches, computers & other devices)
- Excellent verbal & written communication skills
- Customer service orientation & people skills
- Solid listening skills
- Problem analysis & problem solving
- Organization skills
- Attention to detail
- Sound judgment
- Data entry & typing skills (minimum of 30 wpm)
- Adaptable, especially as it relates to learning new programs & technologies
- Effective team & independent worker

- Punctual & dependable, with an excellent attendance record
- Self-starter, willing to work 24/7 shifts

Employment Terms

This position is full time, based on a 40-hour work week. Compensation is based on experience, payable at an hourly rate (between \$15 and \$16 to start), plus 4% vacation pay. Successful candidates will be on probation for a period of three months. Performance reviews will be completed in the third month to determine eligibility for continued employment. Rotating 24/7 shifts will be required, and overtime may be needed, subject to operational demands.

To Apply:

Qualified candidates are invited to submit a resume AND a cover letter to careers@waterloowireless.com quoting "Application for Technical Support Representative" in the Subject line. We thank all interested candidates; however, only those selected for an interview will be contacted. Phone calls will not be accepted.