

***POSITION NAME – BUSINESS DESK REPRESENTATIVE, MARKHAM/VALLEYBROOK, ON-SITE***

***ABOUT US***

Pathway Communications is a leading Canadian Managed IT and Cybersecurity Services Provider with a rich history of success since 1995. Our team of over 150 technical staff, which works out of four offices, delivers cutting-edge IT management and cybersecurity services to businesses across Canada and the USA. Our services include IT infrastructure and application management, 24/7 cybersecurity and SOC, data centre services, private and public cloud solutions, secure connectivity, telephony and expert consulting. Our commitment to excellence is reinforced by the critical certifications we have. These include, amongst others, SOC, ISO 27000, PCI DSS and Uptime Institute Tier III Certifications for our data centre.

***THE POSITION***

Our Business Desk Representatives consistently deliver high-quality, first-level support to end users via voice, email, and chat. They meet all quality SLAs such as first-call resolution, handle time, and documentation. If you want a role which will equip you with the knowledge and skills to take on greater responsibilities and if you enjoy working in an engaging and rewarding work environment, contact us today. Pathway offers industry-leading compensation and outstanding opportunities for growth and learning.

***KEY RESPONSIBILITIES:***

Inbound business process support duties:

- Facilitate account set-up of new users.
- Troubleshoot registration problems or login issues.
- Use prescribed SOPs, scripts and tools to troubleshoot and resolve problems with hardware, software, applications and services.
- Document and update all interactions in a state-of-the-art ITSM
- Escalate incidents and problems to Level 2 teams (and vendors) if/as required.
- Meet all performance standards for quality, work volume and productivity.

***REQUIRED QUALIFICATIONS AND SKILLS.***

***Education and training***

- Bachelor's degree

***Knowledge, experience***

- Preferably has three years' of experience as a call center representative;
- Use of ITSMs (ticketing systems)

***Skills***

- Able to follow and use scripts and prescribed operating procedures.
- Excellent customer service, oral and written communications skills
- Analytical and problem-solving skills to deal with technical problems.

***Other***

- Must be willing to work on dayshifts and on-site when required
- CPIC clearance

***JOIN US***

At Pathway Communications, you'll have the opportunity to work and expand your career and skills as part of the leadership team in a dynamic, innovative environment where your contributions are valued. If you're passionate about cybersecurity and looking for a challenging yet rewarding role we'd love to hear from you.

Pathway is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. Furthermore, Pathway is committed to providing accommodations for people with disabilities in accordance with provincial legislation. Please let us know if you require a reasonable accommodation during the application or interview process.

***Others:***

- Candidates must be willing to undergo a technical exam.
- All applications must be submitted through this job posting. For any concerns or queries, kindly email **recruitment@pathcom.com**