

POSITION NAME – BILINGUAL SERVICE DESK REPRESENTATIVE , MARKHAM, ON-SITE, FULL TIME

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 Bilingual Service Desk Representatives (French and English speaking) consistently deliver high-quality, first-level technical support to end users via voice, email, chat and the use of remote access software. 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.

Scope of work

Technical support of equipment, systems and applications, such as:

- Microsoft desktop and server operating systems;
- Desktop applications; email and browsers; printers, fax, VPN clients;
- Site communication and connectivity equipment such as routers;

Pathway will provide extensive training on specialty equipment and applications.

Duties

Inbound technical support duties:

- Fulfill service requests for assets and services (part replacements, on-site repairs).
- Use prescribed SOPs, scripts and tools to troubleshoot and resolve problems with hardware, software, applications and services.
- Dispatch Field Technicians and follow-up on field and site related issues.
- 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.
- Provide technical assistance, guidance, and support to end-users experiencing issues with applications, services, or equipment.
- Diagnose and resolve technical problems and challenges reported by staff, often over the phone, via email, or through online chat.

- Log and manage support requests or service tickets, track the progress of customer issues, and ensure timely resolution.

Requirements

Education and training

A degree or diploma in IT and extensive hands-on technical call center experience would be an advantage.

Knowledge, experience

- Three years' past experience in a technology contact center or IT service desk;
- Hands on level 1 trouble shooting of MS and MacOS operating systems, desktop applications and devices;
- 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 in variable, rotating shifts including evenings, weekends and public holidays.
- CPIC clearance and strict adherence to PCI standards

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