

TECHNICAL SERVICE DESK REPRESENTATIVE

ENGLISH

PATHWAY COMMUNICATIONS, a leader in Managed IT and Technical Service Desk solutions, is seeking highly competent and experienced English and or bilingual Technical Service Desk Representative to join its growing team in Markham, Ontario. As a Senior Technical Service Desk Representative, you will join a close-knit, specialty unit which provides 24/7 technical support.

Our Service Desk Representatives 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.

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;

Apple Solutions:

- ✦ Knowledge of MacBook device.

DUTIES

- ✦ Serving as the first point of contact for users seeking technical assistance over the phone or email
- ✦ Performing troubleshooting through diagnostic techniques and pertinent questions, paying particular attention to customer satisfaction.
- ✦ Fulfill service requests for assets and services (part replacements, on-site repairs).
- ✦ Use prescribed SOPs, scripts and tools to troubleshoot and resolve hardware, software, applications and services problems.
- ✦ 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.

EDUCATION, EXPERIENCE, AND SKILLS

- ✦ IT diploma or certification(s) such as CompTIA A+ or Network+, ITILv4 OR extensive hands-on technical call centre experience.
- ✦ At least 2 years' past experience in a technology contact centre or IT service desk.
- ✦ Hands on level 1 trouble shooting of MS operating systems, desktop applications and devices.
- ✦ Use of ITSMs (ticketing systems like ServiceNow or Remedy).
- ✦ Excellent customer service, oral and written communications skills
- ✦ Analytical and problem-solving skills to deal with technical problems.



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OTHERS

- ✦ Must be willing to work in variable, rotating shifts including evenings, weekends and public holidays.
- ✦ CPIC clearance and strict adherence to PCI standards

HOW TO APPLY

Apply with your resume, with details of relevant education, and certifications.

The Pathway Group is an equal opportunity employer and is committed to providing equal treatment to all persons without discrimination on account of race, ancestry, place of origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, color or ethnic origin.

We thank all applicants for their interest and will contact those selected for an interview. We are not accepting calls from recruiters or recruitment firms.

JOB TYPE: Full-time permanent

SALARY: TBD