Contact North | Contact Nord

Ontario's Distance Education & Training Network
Le réseau ontarien d'éducation et de formation à distance

Contact North | Contact Nord is Ontario's Distance Education & Training Network. Through 112 online learning centres, we help Ontarians in 600 small, rural, remote, Indigenous and Francophone communities access education and training opportunities from Ontario's 24 public colleges, 22 public universities, 76 district school boards, and 250 literacy and basic skills and training providers without having to leave their community. We provide services in English and French. For more information, visit www.contactnorth.ca.

Contact North | Contact Nord is seeking a dynamic, customer oriented technical problem solver to fill the following ongoing full-time position:

TECHNICAL SUPPORT SPECIALIST
(BILINGUALISM AN ASSET)
SUDBURY OPERATIONS CENTRE
Competition # 17-01-SUDB

You are an enthusiastic problem-solver passionate about IT and possesses demonstrated experience in providing a high level of customer service and support. Your focus is on providing first-line reactive and proactive support to clients via phone or web tools. Your extensive communication skills assist you in keeping our clients updated, informed, as well as resolving their technical issues to their satisfaction.

As a member of Contact North | Contact Nord's IT & Web Services Department you are expected to:

- Provide a high-level of technical support to both internal and external customers using Contact North | Contact Nord's information technology Resources.

- Successfully resolve technical support issues over the phone with customers who often have a very basic knowledge of Contact North | Contact Nord's information technology resources using active listening skills.

- Multi-task and prioritize support requests.

- Troubleshoot and resolve technical issues in time-sensitive situations.

- Work collaboratively as part of a team of Technical Support Specialists, where the team supports and learns from each other, to resolve all technical support requests to the satisfaction of the customer.

- Strive to address all inquiries on the first contact to the Technical Support Hotline.

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Requirements:

- Graduate of a college or university program in information technology, computer science, networking and internetworking, or a related field.
- Bilingual with an equally high standard of verbal and written communication skills in both English and French considered to be an asset.
- 3-5 years' experience operating, installing and supporting networking, internetworking electronics and/or telecommunications and routing technologies, including providing direct support to end users.
- Demonstrated experience providing a high level of customer service.
- Demonstrated ability to diffuse problematic situations and provide a positive customer experience.
- Strong verbal and written English communication skills
- Working knowledge of Microsoft and open source operating systems.
- Ability to interact with various stakeholders in professional and supportive manner.
- Video over IP and voice over IP, Microsoft and/or Cisco certification is an asset.
- Successful applicant must possess a valid, class G driver's license

Compensation: $23.63 - $27.39 per hour plus competitive benefits, paid vacation and RRSP Contribution Plan

Hours: 35 hours per week with shift rotation, which includes day and evening work and occasional weekend work.

Additional Information: **Relocation to Sudbury assistance available**

Start Date: As soon as possible

Interested individuals are invited to submit a cover letter and electronic resume complete with three (3) employment references, quoting Job Competition #17-01-SUDB in the subject line of the e-mail by 4:30 p.m. on **Monday, January 30, 2017** to e-mail: resumes@contactnorth.ca.

*We are an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process.*