

## **Technical Support Specialist (Permanent Full-Time Position)**

The technical support specialist is the first point of contact, and is responsible for handling all incoming calls as well as providing technical support to our field technicians, service partners and clients. He/she researches and develops technical manuals explaining the details and procedures to follow and the required programming for the installation and repair of electronic or computer equipment.

### **Main responsibilities:**

- Taking full ownership to ensure all inquiries and requests are responded to in a timely manner;
- In case a problem cannot be resolved within stipulated timeframes, the technical support specialist escalates the incident; to the appropriate department/team for action and tracks the problem until it is resolved;
- Managing difficult customer interactions in a professional manner;
- Being accountable for ensuring the Service Desk achieves the established service level objectives;
- Conducting research and testing electronic and computer equipment;
- Developing and maintaining strong industry knowledge of the point of sale and systems environment;
- Complying to corporate policies including but not limited to the code of conduct;
- Communicating verbally and in writing to internal and external customers in a clear and professional manner;
- Managing the generic email inboxes to ensure requests are handled effectively and in a timely manner;
- Developing training programs and training the field technicians;
- Participating and contributing to a continuous improvement process, to improve the quality of service;
- Advising technicians and other concerned staff of the modifications made to procedures or to the equipment and keeping the technical manuals up to date, with the use of memos and technical documents;
- Providing a technical evaluation for requests of proposal.

### **Requirements:**

- College Diploma (DEC) in electronics;
- Knowledge of AS/400 is required;
- A + certification would be a considerable asset;
- Knowledge of ECR environment and back office;
- Minimum of 3 years of relevant experience as a technician in computer maintenance;
- Minimum of 1 year or relevant experience on laser/matrix printers;
- Knowledge of MS Office products and MS server;

- Excellent customer service skills;
- Ability to work in a team, strong communication skills;
- Problem solving abilities;
- Strong time management abilities;
- Flexibility and adaptability;
- Fluent in both French and English, spoken and written.