

Field Technical Specialist - (Belleville, Cobourg, Peterborough)

Job Purpose:

Provide technical support to users by researching and answering questions; troubleshooting problems; maintaining workstation and LAN performance; remote/on-site diagnosis of technical problems.

Job Duties:

- Interact with customers to provide and process information in response to inquiries, concerns
- Provide answers to clients by identifying problems; research answers; taking corrective steps
- Gather customer's information and determine the issue by evaluating & analyzing the symptoms
- Improve system performance by identifying problems; recommend changes
- Identify and escalate priority issues per Client specifications
- Update job knowledge by participating in educational opportunities
- Deliver service and support to end-users using a remote connection or on-site field visits
- Diagnose and resolve technical hardware and software issues
- Follow standard processes and procedures
- Redirect problems to appropriate resources
- Offer solutions with the objective of retaining customers' and clients' business
- Organize ideas and communicate oral messages appropriate to listeners and situations
- Follow up and make scheduled call backs to customers where necessary

Competencies:

- You make our customers and their needs a primary focus of your actions
- Develop and sustain productive customer relationships
- Exemplary Attendance and Punctuality
- Maintain effectiveness when experiencing changes in personal work tasks or environment
- Adjust effectively to work within new work structures, processes, requirements, or cultures
- Focus and guide self and team members in accomplishing work objectives
- Interact with others in a way that gives them confidence in one's intention and the organization
- Identify and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences
- Handle stress in a manner that is acceptable to others and the organization
- Possess, acquire, and maintain the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
- Set high standards of performance for self; assuming responsibility and accountability for successful completion of assignments or tasks; self-imposed standards of excellence rather than having standards imposed.

Skills and Knowledge Qualifications:

- Diploma or Degree in a computer related area of study (or 3 years relevant experience)
- Knowledge of customer service principles and practices
- Proper phone etiquette
- Ability to speak and write clearly and accurately
- Knowledge of software computer applications and equipment
- Willingness to co-operate with others and work to the greater good
- Multitasking capabilities
- Self-starter
- Quality focus
- Problem solver
- LAN Knowledge
- Strong verbal and written communication skills
- Operating systems
- PC proficiency
- System administration
- Help desk experience (Asset)
- Remote Management and Monitoring experience (Asset)
- Microsoft, VMWare, Cisco, Veeam Certifications (Asset)

Compensation:

- Base Compensation: \$35,000 -\$60,000 (based on experience and qualifications)
- Pension Plan: Available after 2 years of employment
- Health and Medical Coverage: Available after 90 days
- Auto Expenses: Compensation paid by KM, varies monthly (tied to fuel prices)
- Training: Approved certifications reimbursed upon successful completion