



**BoloNet**

## **TECHNICAL SUPPORT SPECIALIST**

BoloNet Inc. has an amazing opportunity for an experienced Technical Support Specialist looking for a new challenge within a result-driven IT solutions provider in a fast-paced and exciting market. Job location is Markham. This is a full time, permanent opportunity.

Our Client, established in 1995, is hiring a Technical Support Specialist to keep things organized and help them grow to the next level. They will consider hiring only the ultimate team player and well-rounded individual who has the right balance of qualification and personality. All their positions are client facing in some capacity.

Our client is a small business and they serve small businesses which, for their purposes, means companies under 200 employees

### **WHEN WAS THE LAST TIME YOU ENDED YOUR WORK DAY WITH A SMILE?**

It's a great time to join our team. Get access to all the tools and benefits of working with a larger firm while maintaining the feel of a small business environment and avoid downtown! Not only do they take pride in what they do, they enjoy a few laughs, stay relatively casual, and take pride in knowing they are delivering best-in-class service while doing it. YOUR creativity, energy and attention to detail attitude are what they need to augment their growing team of A-list talent.

In addition to everything above they offer:

- A great work environment and fantastic coworkers
- Challenging projects and a supportive work environment
- Competitive performance based compensation & great health benefits
- Company contributions of 3% of your salary to your personal RRSP/DPSP Plan
- Company paid training and education
- Company sponsored social events

### **Technical Support Specialist**

To perform technical tasks and be the first point of technical contact for clients. To ensure clients have an excellent customer service experience and that their problems are addressed with empathy, professionalism, and within the Ideological SLA parameters.

### **Primary Responsibilities/Essential Responsibilities**

- Represent The Company in a positive and professional manner
- Be responsible for a ticket until its completion or until it is formally handed off to another team member
- Communicate with the client verbally first and e-mail second for all changes, questions and requests
- Always maintain a customer service based approach to your work
- Work with all personnel and outside contacts to satisfy clients and achieve company objectives

- Maintain work areas in a clean and organized manner
- Develop plans or make suggestions to reduce rework with the aim of eliminating rework
- Thorough understanding of ConnectWise for service delivery purposes
- Follow company guidelines for SLA (Service Level Agreement) for responding to customer calls
- Enter all work (internal and well as customer related) as activities or service tickets into ConnectWise on a daily basis

### **Additional Duties and Responsibilities:**

- Liaise with vendors to oversee installation, resolve adaptation issues, and support of new technologies
- Identify, recommend, develop and implement training to increase staff competency and self-sufficiency
- Understand the Ideological Playbooks and what is in and out of agreement
- Participate in required meetings and team events
- On-call duties as per Ideological afterhours policy

### **Qualifications and Skill Requirements:**

- College diploma or university degree
- Microsoft Certified Professional MCP
- Annual renewal/updating of technical certifications where updates are available and at the direction of Technical Services Manager
- Exceptional knowledge of computer hardware, including IBM, Lenovo, Fortinet Firewalls. Apple and Storage Craft solution experience a plus.
- Deep-seated experience with desktop operating systems, including all Microsoft solutions.
- Empathy
- Extensive application support experience with ConnectWise
- Strong understanding of the organization's goals and objectives.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on listening and questioning skills.
- Strong documentation skills.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language to non-technical staff and end users.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Valid Driver's license and reliable method of transportation

### **Additional Information**

\*This job description is not intended to be all inclusive. The candidate hired will also perform other reasonable related business duties as assigned by the supervisor. The company reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment.

BoloNet Inc and their Client for this position are equal opportunity employers and values diversity in its workforce, encouraging applications from all qualified individuals.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

**Please note:** Reference Checks, Credit Checks and Criminal Background Checks will be administered on suitably qualified candidates