

RNC**Employment Service**

905-727-3777

Aurora

222 Wellington Street East, Main Floor

**Service Advisors (IT)****Job # 2018-12-003**

NOC / NAICS	2282 / 423430	Date	December 3, 2018
Location	York Region Richmond Hill: 404 / Mjr. Mackenzie	Wages	Competitive based on experience
Experience (Yrs.)	<input type="checkbox"/> 0-1 <input type="checkbox"/> 1-3 <input checked="" type="checkbox"/> 3-5 <input type="checkbox"/> 5+	Hours/Week	35+ hours / week
Employment Type	<input checked="" type="checkbox"/> Perm <input type="checkbox"/> Temp <input type="checkbox"/> Seasonal <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT	Schedule	Variable
Benefits Available After Probation Period	<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes: Extended health benefits, ongoing learning, +++ other perks		
Workplace / Physical Requirements	N/A		

Company

Canada's largest privately-owned and operated Information Technology (IT) solution provider with extensive service and support resources is hiring! Their vision is to "simplify the business of technology, together" by focusing on business objectives and outcomes, aligning the most relevant and effective IT solutions to meet those requirements and providing extraordinary ongoing support capabilities.

Every day, over 1500 dedicated employees across Canada focus on providing extraordinary customer service and support experiences to private and public sector organizations. Since 1981, they have developed a strong reputation with market-leading vendors and customers for creating, implementing and supporting creative IT solutions that delight thousands of customers.

Job Duties

- Receive service request from our customers through various methods
- Respond to customer requests in an efficient, professional, timely manner, to ensure SLA's are met
- Communicate clearly and objectively with difficult or irate customers
- Provide hardware and software troubleshooting over the phone to determine nature of problem
- Determine urgency of request, establish priority sequence, and enter in JDE
- Create JDE cases in Compugen's Call Management System and assign to coordinators with accuracy
- Entitle contract, warranty and billable status utilizing internal tools and external websites
- Identify and order parts required according to customer contract, internal stock and warranty status
- Provide quotes to customer with accurate calculations
- Alert key stakeholders and business partners on all critical incidents and server calls
- Communicate with managers, escalating when necessary
- Prioritize and multitask a high workload of various activities
- Complete special projects and tasks assigned by management
- Report non-conformances with system or processes to ensure tools and profiles are adequate

- Responsible to follow ISO procedures outlined in Compugen's Quality Management System
- May be required to take ISO auditor training and provide auditing services in support of the ISO quality process for the department

Requirements

- Technical degree or diploma and/or equivalent business experience
- 3-5 years experience in a Helpdesk, Call Center and/or PC technical role
- Bi-lingual English/French support an asset
- A+ Certification
- PDI+ Certification
- Server+ Certification
- MCP and MCSE an asset
- Hardware certifications (HP, Compaq, IBM, Toshiba) an asset
- HP, Xerox and Lexmark printer experience and certifications an asset
- Strong support knowledge of PC hardware and software knowledge in Microsoft Office Suite
- Experience with troubleshooting to determine and resolve problems
- Strong communication and phone skills; excellent customer service, analytical and problem solving skills a must
- Strong organizational and time management skills
- Ability to diffuse tense customer situations and project a positive, confident outlook
- A sense of urgency to complete tasks and assignments
- Ability to work independently as well as in a team environment
- Excellent written and verbal communication skills
- High level of integrity and honesty
- Ability to take direction and follow practices and procedures consistently and accurately
- Ability to work shifts, evening and weekends
- Strong organizational and time management skills
- Strong communication and listening skills
- Strong Analytical/problem solving/decision making skills
- Cooperative, flexible, team player

How to apply

Compugen will be at RNC Employment Services for a JOB FAIR on Tuesday, December 11th from 1:00pm-3:00pm – Register at our front desk to reserve your interview!

Disclaimer

RNC Employment Services reserves the right to submit applicant resumes in their sole judgement directly to employers only following registration. Registration in itself does not determine applicant job posting eligibility. Further RNC is not responsible for employer hiring decisions which may pre-empt registration.