

## **Position: Bilingual Client Services & Technical Support**

Client: Based in Canada (Toronto)

Do you like to help, support, teach others and share knowledge and new information? Are you patient and thorough in your explanations? Perhaps your background includes teaching, or technical support? Are you a tenacious problem and puzzle solver? Are you experienced in Technical Support and looking for more opportunity? If you can answer YES to any of these questions, then you are the right fit for our Client Services Team!

We have 3 different shifts available to our team members and these shifts are divided as follows:

**Daytime Shift:** from 8:30am to 5:30pm

**Evening Shift:** from 3:30pm to 12:30am

**Overnight Shift:** from 12:00am to 9:00am

### **Role & Responsibilities:**

Our Client Services team works in the same open office space as the other departments and respond to incoming telephone calls and emails from our client base.

This includes answering questions, timely problem resolution and coordinating follow up action steps pertaining to: performing gift card transactions, transaction reports, Point of Sale connectivity, passwords and terminal behavior (registration and exchanges), etc.

- Participate in 24/7 rotation schedules (extra compensation, schedules planned in advance)
- Use system tables to control the setup of the client and the hardware, software and overall system flow
- Troubleshooting, documenting, refining internal processes
- Support training of clients
- Participate in quarterly system releases as part of virtual promotion teams
- Daily system regression testing of our core system 2x day; early and late day shifts
- Document and provide knowledge transfer (e.g. figure out how a new piece of hardware/software works)

### **Required Knowledge, Skills & Abilities:**

- Call center experience and proven technical support experience is an asset
- Able to work an on-call rotation schedule (evenings and weekends, carry pager)
- Multi-tasker who can work to deadlines, manage detail and balance the three areas above
- Excellent telephone communication skills and writing skills
- Interested in technology
- Passion for "support type" work
- Willingness to learn, take on new responsibilities and develop a career with company.
- Experienced in word processing and other MS Office products (Word, Excel, Outlook)
- Experienced at troubleshooting; analytical and problem solving skills
- Demonstrated technical aptitude (general understanding and comfort level with technology)
- Basic knowledge of networking (an asset)
- Documentation and reporting skills
- Bilingual (French) is must have.