



POSITION :	TECHNICAL SUPPORT REPRESENTATIVE
IMMEDIATE SUPERVISOR :	<i>Head of Operations</i>

POSITION SUMMARY

- Ensure good computing equipment operation;
- Perform data archiving;
- Provide hardware and software for users and clients;
- Give trainings to sales representatives and clients.

FUNCTIONS AND RESPONSIBILITIES

1. Tech support **(10%)**
 - 1.1 Provide users with technical support
 - 1.2 Analyze and solve internal technical problems;
 - 1.3 Manage and maintain computing equipment (hardware and software);
 - 1.4 Write out product quotations;
 - 1.5 Buy computing equipment (computers, software);
 - 1.6 Build network cables and perform equipment connection on the network;
 - 1.7 Configure and maintain the TCP/IP network;
 - 1.8 Install and maintain the Windows operating system,
 - 1.9 Install and maintain desktop and server software;
 - 1.10 Perform daily data archiving on the server.
2. Client support **(50%)**
 - 2.1 Install products for the clients;
 - 2.2 Perform a follow-up of the products that were installed for the clients;
 - 2.3 Analyze and solve different technical problems at the clients' offices (computational support);
 - 2.4 Answer to the clients' emergency requests 24 hours a day, 7 days a week; Transmit the clients' problems to the Head of Operations.
3. Training and documentation **(10%)**
 - 3.1 Test applications before installation time;
 - 3.2 Document installation steps and hardware that is used;
 - 3.3 Give training on products to the sales representatives clients;
 - 3.4 Make an inventory of products that were implemented.



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4. Technological watch, planning, development and other tasks **(30%)**
- 4.1 Keep informed on new developments related to his / her field with the use of different communication tools (Internet or other). Inform the *Technical Support Manager* of any pertinent information that is found;
 - 4.2 Explore new technologies, as asked by the *Technical Support Manager*. Perform analyses; create reports, make recommendations to the management;
 - 4.3 Participate in the choice of new technological orientations (software and hardware);
 - 4.4 Participate in training activities and perform some self-training to keep skills up to date;
 - 4.5 Perform other necessary tasks to ensure good company operation.

OTHER FUNCTIONS

- Make an inventory of software, hardware and documentation (books, brochures, magazines);
- Present demos to sales representatives and potential customers.

SKILLS AND QUALITIES

- Team spirit;
- Analytical;
- Initiative;
- Good innovation;
- Responsible;
- Methodical (organized);
- Able to communicate well in writing and in person;
- Passionate;
- Independent;
- Capacity to prioritize;
- Bilingual (write/speak English and French);
- Leadership;
- Able to answer to the clients' needs.

REQUIREMENTS

Education/training:



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- Recognized educational background in computerized systems or networking (college degree, bachelor's degree);

Experience:

- 2+ years of pertinent experience;
- Experience in customer support;
- Experience in computing equipment management;
- Knowledge in programming (object-oriented).

Communication – speech and written:

- Discussions with coworkers (problems, needs);
- Discussions with clients;
- Discussions with vendors.

JOB CONDITIONS:

Environment:

- Availability (overtime, pager, cell phone).

Physical (visual):

- Work done sitting down at the computer.

Mental:

- Constant concentration.