

Customer Support Representative Job Description

RealIT is revamping its Technical Support Business and is looking to hire an energetic person to be part of the new team in Ottawa. We have a small number of customers and our current case load is less than ten per month. To keep busy, you are also expected to provide internal IT support and other office duties as appropriate, and to learn as much as you can reasonably absorb from the various courses offered by our vendor partners.

What You Will Do

- Log all support request tickets and handle all customer communication until the ticket is closed.
- Resolve issues where possible and escalate unresolved issues to product specialists.
- Handle maintenance and support contract renewals and this includes creating and sending renewal quotes to existing customers.
- Record maintenance contracts in our Service Desk solution.
- Request for temporary and permanent license keys from our software vendor partners on behalf of our customers as well as for our demo purposes.
- Provide system administration for our Development and Test environments.
- Monitor incoming email messages sent to our general technical support mailbox.
- Monitor incoming faxes and inform management accordingly.
- Monitor our internal phone system and inform management of issues and/or degrading conditions.
- Handle customer escalation and liaise with Management to resolve issues related to customer's satisfaction.
- Take technical training from the curriculum offered by our vendor partners.
- Participate in Company's activities and other duties as appropriate.
- Adhere to Company's policies and operational procedures.

Who You Are

You are an energetic person who has a basic understanding of various areas of Information Technology and is looking for an entry position. At a minimum, you should:

- Have a College diploma (3-year program) or a University degree, preferably in Engineering or Computer Science.
- Know your ways around in Windows 7 / 8, Windows Servers 2008 and above.
- Have basic working concepts of Linux / Unix operating systems.
- Understand computer networking concepts.
- Be familiar with computer virtualization, specifically VMware and MS Hyper-V.
- Have basic knowledge of relational databases, preferably MS SQL, Postgres, Oracle, or MySQL.

RealIT Management Inc.

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February 2015

- Have at least 1 year experience working in an IT organization.
- Be able to work independently or as part of a team.
- Be an experienced user of Microsoft Office suite of products.
- Fluent in English (written and spoken). French is a definite asset.

Who We Are

Founded in 1998, RealIT Management focuses on providing IT Service Management solutions to private enterprises, government organizations, and management service providers. Our portfolio includes the following:

- Enterprise IT Management software solutions from Hewlett-Packard, Splunk, MIR3, and Westbury.
- Consulting services to implement the software solutions that we offer above.
- Technical Support and Maintenance on the solutions that what we sold and implemented.
- Custom training on the software solutions we implemented.
- Custom software development to augment functionality or to integrate with other solutions that our customers require.

We offer competitive salary, group health benefits, a friendly working environment, and culture for achieving the best that you can be. For additional information about our company, please visit: www.realit.ca