

Technical Support Specialist

Who we are:

Energetic, dynamic and on an accelerated growth trajectory. We're Quovim C3, the top Canadian provider of Contact Center and Unified Communications solutions and consulting services. We enable organizations to create powerful and meaningful interactions by encouraging our team to embrace challenges, evolution and innovation.

We seek new passionate team members to join our creative and agile learning environment. Enjoy open, modern facilities with wall-to-wall windows overlooking a unique urban green space in the heart of downtown Montreal, with easy access to public transportation, chic restos and the whole downtown vibe.

Why we need you:

The main purpose of this role is to provide professional, customer-driven technical support services respecting established service levels.

Principal tasks and responsibilities include:

- To research, resolve and respond to questions received via telephone, email, web and web chats in a timely manner, in accordance with current standards
- To assist in the resolution of user and support issues amongst client sites to assist in a timely distribution of knowledge back to the customer base
- To be the client's principal support specialist by responding to queries via telephone, email, web, and web chats in a timely manner, in accordance with current standards
- To assist in the resolution of user and client support issues
- To set appropriate customer expectations and fulfill customer commitments
- To acquire and maintain current knowledge of relevant product offerings and support policies in order to provide customers with technically accurate solutions.
- To contribute learnings to company-wide knowledge base
- To participate in team projects that enhance the quality and efficiency of support services

Qualifications and pre-requisites:

- Bachelor's degree or Certificate in Computer Science or related field
- In-depth knowledge of Microsoft Windows, MS-Exchange and Active Directory, Microsoft SQL
- Knowledge of the Genesys software platforms (PureConnect, PureCloud)
- Experience with Microsoft CRM and VoIP is an asset
- Knowledge of telecommunication networks (PRI, MPLS, SIP Trunking)
- Strong communication and problem solving skills
- Ability to participate in internal development projects
- Ability to participate in client integration projects
- Desire to continually enhance technical and professional skills
- Fluently bilingual: English and French is a must

LOCATION: MONTREAL

APPLY: gc3recruitment@quovimc3.com