

In-TAC ISSofBC Pre-Arrival Services Job Posting

Global Technical Support Specialist

Job ID #: In-TAC-019-16

Sector: IT

Job Type: Full time

Location: Vancouver, BC

Number of Openings: 1

Salary: DOE (Depending on Experience)

Closing Date: Ongoing until filled

The company is one of the largest software companies headquartered in downtown Vancouver. Their office is located near the waterfront where they have great views and close proximity to public transit, shops and restaurants. They have designed a new office to provide a bright and inspiring work environment with a variety of custom-built spaces so they can collaborate, communicate, and concentrate. They celebrate their wins in large common areas where they hold hackathons, end of quarter celebrations, and monthly socials. The company believes in a good work / life balance which is reflected in their annual employee retreat where it's all about friends and family.

Responsibilities

The Global Technical Support Specialist resolves customer technical issues of moderate complexity in a timely and effective fashion, using customer service and technical skills. The work involves researching, testing, and replicating issues, as well as reviewing technical documentation and existing solutions, or devising workarounds and escalating true product issues to Level 3 Support.

We operate follow the sun support with set shift times starting as early as 6am or finishing as late as 8pm; we go the extra mile for our customers – so working hours flexibility is expected, but there are no swing shifts, and no graveyard shifts!

Qualifications

Skills

- Customer service - effectively communicate both verbally and written
- Initiative, tenacity, and a passion for supporting customers
- Ability to prioritize and manage a high workload within a fast paced environment
- Able to work independently whilst also contributing to the team
- Technical troubleshooting and issue documentation

Experience

- Experience of installation, configuration and troubleshooting of Windows Desktop, Mac and Android operating systems
- Good understanding of software deployment and disk imaging solutions
- Strong knowledge of firewalls, anti-virus and encryption products
- Understanding of LAN/WAN networking configuration
- Experience of writing and using basic database queries
- Experience with one or more CRM or ticket tracking systems

Bonus points for:

- Microsoft MSP/MCSA/MSCE
- CompTia A+ or Network+ or Security +

How to Apply:

Eligibility to apply for the job: Pre-arrival immigrants to Canada with valid passport from China, Hong Kong, Macau, or Taiwan

For Pre-Arrival clients already registered with In-TAC Pre-Arrival Services, please email your resume to your Counsellor, including “**Job ID # In-TAC-019-16**” in subject line. To access *free* pre-arrival services, please click [here](#) to register as our client.



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