

TECHNICAL SERVICE REPRESENTATIVE

Wilmot Technologies is an information technology company servicing southwestern Ontario. We are currently seeking a full time Technical Service Representative. In this role you will work as part of team to support and service our customers including scope specifications, help desk, technical support and integration with customer installations. This role requires you to have a valid driver's license, and your own vehicle as there is traveling to client sites. If you are an innovative creative thinker, with excellent communication and organizational skills, then this may be the job for you.

Key Competencies:

- Integrity - open and honest in all interactions; maintains confidence and trust
- Communication skills - speaks and writes clearly
- Interpersonal skills - friendly, builds relationships and trust
- Collaboration skills - works well with others; take responsibility for team success/failures
- Facilitation skills - defines goals and objects; maintains focus; ensures results
- Organizational skills - able to plan and manage various projects and activities; multi-task
- Ownership and initiative - self-starter and finisher, drives projects and tasks to conclusion
- Judgment - able to act decisively, but ask for advice and assistance when needed
- Professional - always represents self and company in a positive manner
- Mature - deals well with change, stress, and frustration
- Given the small team size and open plan work style, better than average communication (both written & oral) skills are essential.

Skills and Knowledge

- Operating Systems: Windows
- Knowledge of different browser, platform and design constraints
- Understand infrastructure such as security, server, network
- Ability to troubleshoot problems and find workable solutions
- Technology services industry and/or technical support experience considered an asset
- Knowledge of the following Microsoft® products: All Windows Operating Systems, Office, Project, Publisher, and Access.
- Experience in laying and crimping network cable
- A strong understanding of LAN's, Intranets and the Internet.
- Demonstrated ability to work independently and prioritize effectively.
- Excellent communication and interpersonal skills are required.
- Must have the ability to learn new technology quickly, excellent attention to detail, strong time management skills and be a self-starter

Education:

There are no educational requirements. But there's no question it's handy if you've studied and have obtained a diploma/degree in computer science or an equivalent program.

Experience

1 to 2 years of experience in this field is required.