

Entry Level Tech Support (SMART Technologies) \$14.00/hr

Want to use your wicked tech support skills to help teachers deliver dynamic classroom experiences? If you join this team, you'll work in a hands-on, tech lab environment doing meaningful work supporting our client – a global leader in interactive whiteboard software and hardware. Our client's end users are primarily in the education field (teachers & IT professionals) as well as some corporate customers. You bring your solid tech skills and we'll layer on specific product training in a three-week paid training program. And, this is a Monday to Friday job – no weekends – so sweet!

Here's the deal:

- Full-time, year-round.
- Rotating 8-hour shifts between 9:00am and 8:00pm, Monday to Friday.
- Starting hourly rate is \$14.00.
- Hiring 12 tech agents to begin June 7, 2018

What we offer:

- Beautiful office space with loads of natural light, multiple break rooms, internet and TVs.
- Free employee & family assistance program for legal, financial, and health support.
- Employee appreciation events, treat days, and an amazing coffee program, ask us about them!
- Health, dental, and vision benefits.

What you'll do:

- Provide customers with excellent customer service and tech support, through phone, email, and/or live chat.
- Accurately diagnose issues and advise customers with respect to hardware, software and product information.
- Adapt your approach for technical support based on the user's knowledge. That means you might be supporting someone with limited tech skills or you might be talking to an IT administrator who is an expert in the field.

What you likely have:

- Education from university or community college in computer science or IT, or equivalent experience.
- Understanding of computer set-up configuration (PC), software, hardware, PC, Mac, Windows.
- Empathy, extreme patience, and excellent writing skills

If you are interested in being considered for this position, please apply online at blueocean.ca/apply

Visit Us on Facebook for a Look at Blue Ocean Life.
<http://www.facebook.com/BlueOceanContactCenters>