



Company Overview: Pacrim Hospitality Services Inc. (Pacrim) is a privately-owned hotel management and development company. Pacrim owns and manages 10 full-service hotels/resorts and a travel agency in the Atlantic Canada Area. Pacrim is an industry leader in the Atlantic Canada hospitality and tourism sector to identify, manage, develop, and build strategic products and services targeting the fast-growing Asian inbound tourism market.

Reference#: TA2282

Job Title: Call Centre Agent – Technical Support (IT)

Salary/Wage: \$25.50 - \$35.00/hour

Work Location: Digby, NS B0V 1A0

Position Summary: Call Centre Agent – Technical Support Specialists are primarily responsible for providing technical support to clients who experience technical issues with our website/software systems. The ideal candidate will have experience providing solutions to intricate problems and will thrive on helping people reach their goals. We're looking for team-oriented, highly motivated professionals with strong backgrounds in IT.

Duties & Responsibilities:

- Research, identify, and resolve customer technical issues using applicable software and make necessary changes and updates to existing software.
- Respond to email requests from employees and customers seeking help with software or computer related issues with our website or payment systems.
- Occasionally, be available via phone assistance in order to walk customers/employees through technical difficulties and guide them to possible solutions.
- Learn the functions and back end of our software program so you can walk customers through the steps to achieve specific goals.
- Aid the development team in conceptualizing updates and upgrades that will enhance customers/users' experience.
- Replicate, diagnose, and resolve technical problems encountered by customers.
- Supervise and train technical support team on maintaining a high level of courteous customer service at all times.
- Document and report product or service technical issues and resolutions to those issues for future reference and training for the IT Department and teams.
- Develop and implement standards for inspection.

Education & Skills:

- Bachelor's Degree in engineering, information technology, computer science, computer programming, or a related field is required.
- 5+ years of experience in IT related position.
- Passionate about user experience and good communication skills.
- Strong analytical, problem solving, and troubleshooting skills.
- Ability to work independently and as part of a highly integrated team.

Language: English essential, but candidates with foreign language skills that support the company's diversity, tourism, and expansion goals is an asset.

Number of Vacancies: 2

Work Hours: 40 hours/week

Workdays: Weekdays, Day and Night Shifts

Employment Term: Full-Time, Permanent

Benefits: Benefits Package Available

How to Apply?

E-mail Resumes To: Human Resources, hr@pacrimhospitality.com

Please indicate the reference number **TA2282** in your submission.

Work Authorization: Canadian Citizen or Permanent Resident Only. We will review this criterion and your qualifications and contact you only if you are considered for an interview.