



EGATE Networks is currently seeking talented technical minds to enhance its enterprise level Technical Services team! The Support Specialist will provide a superior level of enterprise technical support to our commercial clientele while maintaining a professional and exceptional level of customer service. The Support Specialist will be responsible for handling all inbound inquiries presented and effectively listen, communicate, and troubleshoot efficiently to resolve all incidents completely. Attention to detail in both written and listening skills along with a genuine desire to learn will be critical success factors in this role.

Interested applicants should submit their resume to careers@egate.net for consideration. While we value the overwhelming interest, only qualified candidates can expect to be contacted.

Position:	Support Specialist		
Department:	Technical Services	Hours:	37.5
Position Type:	Full-Time	Reports to:	Manager, Technical Service
Location:	North York		

POSITION RESPONSIBILITIES:

- Respond to all incoming inquiries (calls, e-mail, alerts, remote support, and customer generated tickets) and concerns
- Provide an exceptional level of enterprise technical support to EGATE customers by actively listening, documenting, and striving for a high level of first call resolution
- Prioritize numerous issues of varying severity, and effectively manage the resolution of all issues within accepted service levels while ensuring customer satisfaction
- Following up on e-mail support requests and calls delegated from Management are required to provide resolution
- Configuration of network hardware for customer deployments (either manually or using pre-defined scripts)
- Research and evaluate current and proposed hardware configurations
- Manage relationships with all major Canadian carriers to resolve connectivity related issues
- Escalate potential product or system issues to Technical Services Management, as well as customer inquiries to preserve problem resolution in a timely manner
- Interface with other EGATE departments and groups when required; re-direct appropriate calls to other departments.
- Encourage the use of EGATE's exceptional products and services.
- Participate in daily department meetings
- Work with management and operations teams on special projects when required.
- Provide assistance with all general duties required for the smooth operations of the Technical Services Department
- Required flexibility for day, evening, weekend and/or holiday shifts, as well as, after hours on-call duties

PROFESSIONAL QUALIFICATIONS:

- Excellent command of the English language; speech, written, and reading (bilingual English/French an asset)
- Post-secondary degree or equivalent in Computer Science is an asset
- Outstanding interpersonal skills with an exceptional focus and understanding on the art of customer service
- Effective soft skills with a track record for neutralizing tense situations
- Acute analytical skills with the ability to use logic to modularize and break down complex issues
- Touch typing (50 WPM or more) is preferred
- Strong knowledge of the Internet and related protocol & applications such as: TCP/IP, DNS, Ethernet, DHCP, xDSL, Cable Internet, PPPoE, Telnet, Ping, Tracert, routers, and networking are preferred
- Strong knowledge of Windows XP/7/8/10
- Knowledge of *nix operating systems such as: Ubuntu, FreeBSD, CentOS, etc...
- Working knowledge of E-mail/DNS/Web hosting platforms
- Working knowledge of Cisco IOS
- Working knowledge – MS Office Product Suite (Word, Excel, Powerpoint)
- Basic knowledge of vSphere & Cloud infrastructure would be an asset
- Basic knowledge of Microsoft Office365
- Basic knowledge of Voice Over IP (VoIP)
- Knowledge of VoIP protocols such as SIP, MGCP, H.323 are valued assets
- IT certifications such as: CCNA, CCNP, A+, Network+, ITIL Foundations are valued assets
- Basic knowledge of MySQL and database design is an asset
- Working knowledge of programming languages (Java, Java Script) would be asset

Please note that this job description outlines the general core requirements and accountability for the position and may be subject to change at the discretion of Management