Bilingual Technical Support Representative – Tier 1

Location: Toronto

Radiant Communications is a leading provider of cloud hosting, managed network and voice solutions for medium-size enterprises. Leveraging the largest Internet footprint across Canada, Radiant offers a comprehensive portfolio of reliable, secure and scalable IT infrastructure services, simplified under a single point of contact.

For over 17 years, many of Canada's most recognized brand names have been relying on Radiant to support their mission-critical business operations.

Position Summary

Radiant Communications is looking for a Bilingual Technical Support Representative based in our Toronto office who will work well in a fast-paced but casual environment. The successful candidate will be a self-motivated, results-driven individual who has a great attitude and a willingness to learn.

Responsibilities

- Ensure client satisfaction by fulfilling email and telephone support requests during and after the installation, implementation, and configuration of Radiant products and services
- Provide customer support in setup, configuration, trouble shooting and issue resolution
- Coordinate and manage customer expectations
- Identify needed improvements in processes/procedures and recommended solutions
- Monitor customers networks and escalate issues as required
- Perform other duties and special projects as required
- Must have flexibility in work hours – may require coverage on other shifts as needed

Skills/Experience

Problem solving skills;

- Experience and genuine dedication to customer care/service;
- Experience in an Internet Service Provider (ISP) environment with specific focus on ADSL a definite asset;
- Experience providing some level of web hosting support an asset;
- Broad Internet knowledge;
- Positive, outgoing, optimistic personality
- Post secondary education in a relevant degree or certificate program an asset;
- Excellent written and verbal communications skills;
- Fluency in English and French is required for this role.

Are you the perfect fit for our organization? If you are interested in applying for this opportunity, please forward your resume and cover letter to HR@Radiant.net.