

Job Description

Technical Customer Support

Ottawa, ON, Canada

Netcelerate is transforming business communications by providing best in class VoIP telephony and Internet service. To complement our team, Netcelerate is currently searching for a technical customer support professional to join our Operations team.

Primary Job Duties

- Assist with the deployment and implementation of voice and internet solutions
- Answer and respond to phone and email requests for customer care and technical support
- Triage technical support requests and determine when escalation is required
- Participate in on call rotation; when required respond to urgent customer issues outside business hours
- Participate in and/or coordinate project initiatives

Our ideal candidate is –

- Exceptional at providing customer service
- Passionate about managing the customer experience
- Accountable for tasks and follows through to completion
- Proficient communicating both written and verbally
- Able to multi-task and prioritize tasks
- Strong at problem solving
- Curious with a strong technical aptitude
- Courteous, honest and a team player

Preferred Qualifications

- University Degree in a related area of study or Community College Technical diploma and/or 1 to 3 years of relevant work experience
- Bilingual preferred (English Essential)

What we offer -

- Casual dress environment
- Competitive salary plus on call pay
- 7.5 hour work day
- Benefits Package
- Paid Vacation
- Free Parking

Interested candidates should apply directly to hr@netcelerate.com