

## Client Service Technician

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Looking to start your career with an exciting, growing company?

Real Time Networks Inc is a Vancouver, B.C. Canada based company experiencing rapid growth and continued success in the marketplace. We build solutions that provide security, safety and real-time tracking for keys, assets, and people. Our products lead the Security industry and include KeyTracer key control systems, AssetTracer electronic smart lockers, and Workplace Safety location solutions.

We currently have an opening for a **Client Service Technician** to join our Technical Support and Client Services team in our **Port Coquitlam, BC** office. This role has lots to offer including opportunities for growth and advancement, exposure to hi-tech products, IT, and product development. Our ideal candidate has a technical aptitude, excellent customer service, and an ability to problem solve and critically think.

**Client Service Technician Job Purpose:** Providing first level support in our call center. Serves customers by installing and servicing systems and products.

### **Responsibilities:**

- Assist clients with first level technical support and customer service-related issues via phone, video, and email.
- Develop relationships with customers by examining complaints, identifying solutions, and suggesting preventative maintenance actions.
- Manage tickets and queue to ensure timely responses to customers.
- General and administrative support for Real Time Networks Client Services and Development teams.
- Development of and documentation of Standard Operating Procedures.
- Hands on troubleshooting, device testing and product setup and installation.
- Travel onsite to customers for service calls and product installation.
- Works closely with Operations and Client Services to ensure related service and customer goals, as well as project timelines are met.
- Quickly learn new software, hardware and related concepts.

### **What you bring:**

- A technical aptitude and a solid understanding of IT and Network related concepts.
- Experience with electronics troubleshooting, problem solving and solid judgment when assessing sense of urgency.
- Top notch Customer Service skills and ability to address technical service issues in a professional manner.
- Ability to prioritize and multi-task in a high paced environment.
- Excellent writing, reporting skills, and attention to detail when updating tickets.
- Ability to work independently whilst also collaborating with team members.

**Education and Experience:**

- Completion of High School
- Post-secondary education, preferably in an IT related discipline
- Minimum 2 years of Customer Service Experience or Help-Desk Technical role.
- Fluent in French is considered an asset.

**Additional Requirements:**

- A valid driver's licence and ability to rent a car.
- A valid passport and ability to travel throughout Canada/US/International

**Travel Requirement:**

- This position may require travel up to 25% of the time.

**Location:**

- Port Coquitlam, BC
- Hybrid work option available

**Anticipated Start Date:**

- ASAP

**What we offer:**

- Permanent Full-Time employment
- Opportunity for development and training
- Competitive Salary
- Extended health and dental benefits
- RRSP Matching

**How to Apply**

- Email a PDF copy of your resume and cover letter to [lisa.egami@realtimenetworks.com](mailto:lisa.egami@realtimenetworks.com)
- Position will be open until filled

We are an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Management Team