Customer Support Technician

About the job
Employment Type: Permanent. Full-time [5 days per week]
Location: Port Coquitlam, BC. Hybrid work option available
Anticipated Start Date: Immediately
Salary Range: $50-$60k

About Real Time Networks
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.

The opportunity
Reporting to the Manager, Customer Support, this position will be the first point of contact for our customers, addressing their inquiries and concerns. The Customer Support Technician position has lots to offer including opportunities for growth and advancement, exposure to hi-tech products, IT, and product development. Our ideal candidate is customer-centric who prides themselves on exceptional customer service and is technically savvy with a knack for problem solving.

Responsibilities:
- Act as the first point of contact via phone and email for customers. Assist customers with first level technical support and customer service-related issues via phone, video, and email.
- Build strong customer relationships by addressing complaints, proposing effective solutions, and recommending proactive and preventative maintenance.
- Manage tickets and queue to ensure timely responses to customers in alignment with Service Level Agreements (SLAs).
- Develop and maintain documentation and Standard Operating Procedures.
- Conduct hands on troubleshooting, device testing, and product setup and installation.
- Work closely with other departments to meet service and customer objectives, as well as project timelines.
- Capable of quickly learning new software, hardware, and related concepts.

What you bring:
- You have a technical aptitude and a comprehensive understanding of IT and Network related concepts.
- You are proficient in troubleshooting low voltage electronics and skilled in using tools like soldering irons, hand and power tools, and electronic voltmeters.
- You are a critical thinker, adept at problem-solving, and can prioritize critical issues.
- You are fluent in English and have exceptional communication skills.
- You can effectively communicate and connect with customers and provide top-notch customer service in a professional manner.
- You have excellent writing and reporting skills, with a keen attention to detail when updating tickets.
- You can work independently whilst also collaborating with team members.
- You have a flexible and dynamic personality with a "Can Do" attitude.

Education and Experience:
- Post-secondary education, preferably in an IT, Electronics, or related discipline.
- Minimum 2 years of Customer Service experience, preferably supporting external customers.
- Fluent in French is considered an asset.

Additional Requirements:
- Legally authorized to work in Canada.

Travel Requirement:
- This role may require occasional travel to customer sites.
- Ability to travel within Canada/US/International is considered an asset.
- Clean driving record and ability to rent a car is considered an asset.

What we offer:
- A competitive salary commensurate with experience and education
- A comprehensive benefits program including extended medical and group insurance.
- RRSP matching and bonus eligibly after probationary period.
- Education Assistance benefits

Diversity & Inclusion
RTN is 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 Recruitment Team.

How to apply
Send your resume and cover letter to contact@realtimenetworks.com indicating **Customer Support Technician** in the subject line. We strongly encourage applicants to apply as soon as possible, as we will review resumes and schedule interviews as they arrive. This position will remain open until filled.
Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please