

Job Advertisement - Customer Support Technician

Company: Real Time Networks Inc.

Address: 1833 Coast Meridian Rd. #16, Port Coquitlam, BC V3C 6G5, Canada

Job Title: Customer Support Technician

Number of positions: 1 vacancy

Working hours: 40h per week

Employment Type: Permanent. Full-time [5 days per week]

Location of employment: Port Coquitlam, BC.

Language of work: English

Anticipated Start Date: Immediately

Compensation:

- Annual Salary: \$76,200
- Benefits: a comprehensive benefits program including extended medical and group insurance; RRSP matching and bonus eligibly after probationary period; Education Assistance benefits.
- 10 days of vacation and 5 personal days

About Real Time Networks

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

Real Time Networks Inc is a Port Coquitlam 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. Real Time Networks specializes in smart solutions for managing critical assets and keys that deliver enhanced security, real-time accountability, and operational efficiency.

The opportunity

Are you a technically skilled problem solver with a passion for delivering exceptional customer support? We're looking for a Customer Support Technician to join our dynamic team. In this role, you will support advanced key management systems, biometric technology, and networked hardware/software solutions used by clients across a variety of industries. You will serve as a technical front-line resource, resolving complex issues, guiding customers through installations and configurations, and ensuring smooth day-to-day operation of mission-critical systems.

This position combines hands-on troubleshooting, customer training, and cross-department collaboration. You will work closely with teams across Product Development, Engineering, and Operations to support field deployments, maintain system integrity, and deliver an outstanding customer experience. You will also contribute to internal knowledge sharing, mentor new team members, and help evolve our documentation and support practices.

If you thrive in technical environments, are confident communicating solutions, and enjoy making a measurable impact through your work, we'd love to hear from you.

Responsibilities:

- Serve as the primary point of contact for customer technical support via phone, video, and email, offering timely, accurate, and professional assistance.
- Diagnose, troubleshoot, and resolve hardware and software issues related to smart lockers, key management systems, biometric devices, and custom-configured technologies
- Build strong customer relationships by addressing complaints, offering effective solutions, and recommending proactive maintenance.
- Provide platform training and onboarding sessions for customers to ensure confident, independent use of the company's systems.

- Deliver internal training and mentorship to junior team members and new hires, sharing product knowledge, troubleshooting techniques, and documentation practices.
- Lead or contribute to product demonstrations, technical walk-throughs, and client-facing support meetings.
- Participate in the 24/7 after-hours support rotation, including weekend and holiday coverage, to maintain consistent service delivery and business continuity for mission-critical systems.
- Manage tickets and queue to ensure timely responses aligned with Service Level Agreements (SLAs).
- Oversee and maintain inventory of hardware and electronic parts, ensuring appropriate stock levels and compatibility with various systems; coordinate with logistics and procurement teams for restocking and system-specific parts.
- Perform onsite service visits for installations, maintenance, and repairs, including travel across North America as required.
- Contribute to the development and continual improvement of standard operating procedures (SOPs), internal documentation, and client-facing knowledge base articles.
- Support the creation and updating of knowledge base articles and training materials for internal and external use.
- Collaborate cross-functionally with departments to support client needs, service rollouts, and complex deployment
- Ensure compliance with industry standards and internal security protocols, including information security, data protection, and proper handling of sensitive equipment.
- Communicate professionally with internal leadership and external stakeholders to provide issue updates, resolution plans, and post-resolution reports when needed.

What you bring:

Education and Experience:

- Post-secondary education, preferably in an IT, Electronics, or related discipline
- Relevant certifications in IT support or systems administration.
- 5 years of customer support or technical support roles
- Proven experience leading training sessions, product demos, and onboarding support for clients or internal team members.
- Experience troubleshooting and supporting a range of hardware and software systems
- Proven knowledge of networking fundamentals, and endpoint management.

Technical Skills

- 5 years of hands-on experience in technical customer service, IT help desk, or field support roles
- Strong technical aptitude with a solid understanding of IT and network concepts.
- Proven experience in troubleshooting hardware/software systems, including key management and biometric platforms, and low-voltage electronics.
- Experience using ticketing and collaboration tools such as TeamSupport, HubSpot, Slack, SharePoint, and Microsoft 365
- Solid grasp of IT and network fundamentals, including diagnosing connectivity issues.
- Strong critical thinking and troubleshooting skills; able to assess, prioritize, and resolve complex technical issues effectively.
- Comfortable communicating with both technical, non-technical and managerial stakeholders.
- Ability to work independently while also contributing in a cross-functional team environment.
- Organized and responsive under pressure; capable of managing multiple priorities with a proactive, customer-first mindset
- Self-motivated and proactive, with a collaborative approach and a can-do attitude.

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.

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

Only applications sent to the contact@realtimenetworks.com with a resume and cover letter will be considered. In the subject line of your email, please indicate **Customer Support Technician** and "RTN Way" in the body of the email to demonstrate your attention to detail and ensure that your application is processed correctly.

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.

Contact Information

Real Time Networks Inc.

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Phone 1-800-331-2882 x201

Email: contact@realtimenetworks.com