GARDAWORLD
Careers

GardaWorld - Tech Support - 43860$/year + benefits - Ste-Therese

Reference	1443221400
Work locations	Sainte-Thérèse (Quebec, Canada)
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JOB DESCRIPTION – TECHNICAL SUPPORT AGENT

Who We Are

GardaWorld is a global leader in security services, integrated risk management and cash management solutions, employing over 132,000 highly qualified and dedicated professionals.

Driven by a continuous entrepreneurial culture and fundamental values of integrity, vigilance, trust and respect, GardaWorld offers sophisticated and customized security and technology solutions through highly responsive partnerships and superior service delivery.

GardaWorld is proud to be a long-time partner of some of the world's leading brands, Fortune 500 companies and governments, and to know that security is essential to conducting business and protecting communities.

Our Mission

Our mission is simple: to make the world safer by protecting the people, goods and operations of our customers around the world.

We can only accomplish this by meeting the highest standards in each jurisdiction where we operate, by being a values-based organization and proud of our work and objective-oriented attitude.

Our fundamental values of integrity, trust, vigilance and respect are reflected in everything we do throughout our operations.

Integrity, trust, vigilance, respect.

Your Role

A technical support officer provides expert support to clients and team members through different platforms to create an excellent service environment.

Ensuring that client needs are met quickly and effectively while meeting the operational needs of the service is critical.

The vision is that your team is the main reason why customers choose to stay in the company. Therefore, a technical support agent is essential for the company, as they are in the front line solving problems while saving valuable users time.

Key Performance Indicators (KPIs)

- Team's telephone service level.
- Average response time.
- Average call handling time (AHT).
- Rate of resolution of calls.
- Telephone problem resolution rate.
- Avoidance of technician dispatches.
- Opportunities for upgrading equipment and services.
- Customer Satisfaction (CSAT).
- Quality assurance score.

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Duties and Responsibilities (Non-Exhaustive List)

- Professionally respond to incoming technical support calls and provide clients with quick and accurate support.
- Troubleshooting of security alarm systems, cameras, smart home appliances, environmental sensors, communication modules and mobile applications.
- Diagnose technical problems by asking relevant questions, reviewing account history and using available diagnostic tools.
- Solve customer problems by telephone whenever possible while minimizing unnecessary technical dispatches.
- Planning and coordinating appointments to the service when an on-site intervention is required.
- Clearly explain the technical information and functionality of the system so that customers can easily understand.
- Advise customers on the correct use and maintenance of their security systems and connected devices.
- Document customer interactions, troubleshooting steps and solutions in business systems accurately.
- Verify client information and ensure that account records are complete and up-to-date.
- Escalate complex technical issues to the appropriate departments when necessary.
- Identify opportunities to recommend system upgrades, equipment replacements or additional services that could improve the client's security experience.
- Stay up to date on the company's products, services, policies and new technologies through continuous training.
- Work with Service, Monitoring Centre, Customer Service, Sales and other departments to ensure seamless and efficient customer support.
- Maintain a positive, empathic and professional attitude during each interaction with the client, especially in stressful situations.
- Propose ideas to improve processes, customer experience and operational efficiency.
- Perform any other assigned task or related project.

Skills and Qualifications

- Secondary school diploma or equivalent.
- Minimum of one year experience in customer service or technical assistance.
- The experience of supporting security alarm systems, smart home technologies, computer networks or telecommunications is an asset.
- Strong troubleshooting and analytical problem-solving skills.
- Excellent oral and written communication skills, with the ability to clearly explain technical concepts.
- Strong IT skills and the ability to use multiple applications and software simultaneously.
- Excellent attention to detail and ability to document information and accurately enter data.
- Ability to remain calm, patient and professional in difficult customer situations.
- Experience in managing situations requiring escalation is an asset.
- Ability to prioritize and manage multiple tasks in a fast environment.
- Excellent team work skills and ability to collaborate with several departments within the company.
- The experience of selling or retaining customers is an asset.
- Field technician experience or knowledge of alarm system installation and maintenance is an asset.
- Willing to participate in continuing technical training and obtain product certifications.
- Call-back support may be required.
- Night shifts and vacation work may be required.
- This is an on-site position.

Position Details

- Division: Garda Alarm Services Corporation
- Represent to: Director of Client Service – Customer Service, East
- Employment Status: Full-time
- Work location : On site

Search for reference 1443221400 on the Canadian GardaWorld careers portal.

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