GARDAWORLD
Careers

GardaWorld - French Technical Support - Edmonton

Reference	1446297100
Work locations	Edmonton (Alberta, Canada)
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Job Description – Technical Support Agent - in person

Who We Are

GardaWorld is a global leader in security services, integrated risk management and cash management solutions, employing more than 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 sensitive 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 a safer place by protecting people, goods and operations for our customers around the world.

We can only achieve this by maintaining the highest standards in each jurisdiction where we operate. We are a values-based organization and we are proud of our work and goal-oriented spirit.

Our fundamental values of integrity, trust, vigilance and respect are reflected in everything we do in 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 exceptional service experience.

The role is essential to ensure that client needs are met quickly and effectively while meeting the operational requirements of the service.

The vision is that your team is the main reason why customers choose to stay with the company.

As a result, the Technical Support Officer plays a key role in the organization by serving as the first point of contact to resolve technical problems while saving valuable time to clients.

Key Performance Indicators (KPIs)

- Team telephone service level
- Average response time
- Average Handle Time (AHT)
- First Call Resolution (FCR)
- Telephone problem resolution rate
- Reduction of unnecessary shipments of technicians
- Opportunities for equipment and services modernization
- Customer Satisfaction (CSAT)
- Quality assurance scores

Key Duties and Responsibilities

Responsibilities include, but are not limited to

- Professionally manage 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.

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- 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 operations 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 informed about company products, services, policies and technologies through continuous training.
- Work with the Service, Observatory, Customer Service, Sales and other departments to ensure seamless and effective 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 related duties or projects as assigned.

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 considered an asset.
- Strong troubleshooting and analytical problem-solving skills.
- Excellent verbal and written communication skills, with the ability to clearly explain technical concepts.
- Strong computer skills and ability to work with multiple applications and software programs simultaneously.
- Excellent attention to detail and ability to accurately document information and enter data.
- Ability to remain calm, patient and professional in difficult customer situations.
- Experience in situations where higher levels of support are needed is considered an asset.
- Ability to prioritize and manage multiple tasks in a fast environment.
- Strong teamwork skills and the ability to collaborate with multiple departments.
- Experience in selling or retaining customers is considered an asset.
- Experience as a field technician or with the installation and maintenance of the safety alarm system is considered an asset.
- Willing to participate in continuing technical training and obtain product certifications.
- Call-back support may be required.
- Night and holiday shifts may be required.
- This is an on-site position.

Position Details

Category

Details

Division

Garda Alarm Service Company

Reports To

Director of Client Service – Client Service, East

Employment Status

Full-time

Search for reference 1446297100 on the Canadian GardaWorld careers portal.

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