



## POSITION DESCRIPTION

---

**JOB TITLE: Technical Support Specialist**

**DEPARTMENT: LOEM Operations**

**REPORTS TO: Operation Manager**

### **I. Description**

The Technical Support Specialist provides quality front-line support for LOEM's Maintenance customers. This includes responding to telephone, email and web support requests, creating cases via the case tracking system, and working with Functional Support Specialists on case progression and customer communication. Assure link between customer and Software Providers.

### **II. Responsibilities**

- Work with customers to define/document initial problem description and symptoms
- Respects Service Level objectives
- Create trouble tickets and assign appropriate resources based on technology type and problem description.
- When necessary open ticket with Software provider with all appropriate information concerning customer and issue.
- Work with Software Providers and customers to provide status on cases
- Work on various test case to reproduce customer issues
- Update cases based on customer follow-up
- Manage the Customer Satisfaction Survey process/procedure to ensure that surveys are sent upon closure of cases
- Ensure that customer information is entered into the LOEM case tracking system and keep information current.
- Train new Specialists on Operation process and procedures
- Document Support procedures on shared drive
- Train customers on appropriate Maintenance of their Software, best practices
- Facilitate communications between LOEM's team as well as with customers
- All other related tasks

### **III. Relationships**

- Report to the Operation Manager
- Work closely with:
  - Functional Support Specialists
  - System Integrators
  - Software Providers

### **IV. Skills**

- Exceptional verbal and written communication skills
- Must possess attention to detail and a sense of urgency.
- Capable of simultaneously managing several tasks
- A highly positive and outgoing personality
- To be proactive
- Bilingual (French & English), both verbal and written

### **V. Education /Experience**

- Degree in informatics area.
- Minimum 3 years experience in Contact Centers
- WFM or QM experience a plus