Technical Support Representative

Logic Communications Ltd. ("Logic") is Bermuda's premier full-service technology and communications provider. Serving residences, small local businesses and global enterprises, Logic offers market-leading international voice and data solutions. Logic is a member of the KeyTech Group of Companies.

Logic is seeking a customer-focused and technical individual with knowledge of different Internet platforms, understanding of internet browsers and strong customer service skills for the position of **Technical Support Representative**.

Reporting to the Retail & Technical Support Manager, the Technical Support Representative is responsible for assisting customers over the phone with troubleshooting internet, email and long distance issues and finding viable resolutions ensuring a high degree of customer satisfaction. This also includes resolving certain billing issues and being proactive in recommending other products and services that grow Logic's business, and enhance the relationship between Logic and its customers.

Other Responsibilities and Duties include (but are not limited to):

- Diagnose and resolve technical and software issues involving internet, email, long distance and more. Accurately process and record customer transactions using our ticketing system. Redirect problems to appropriate departments via phone, email or ticket as appropriate.
- Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.
- Collect customer's information and determine the issue by evaluating and analyzing the symptoms.
- Assist customers to create a connection on their computer to access the internet and create an email accounts.
- Monitor Support Queue for tickets assigned and process first-in first-out based on priority. Follow up with customers to ensure their issues are resolved to their satisfaction and close tickets appropriately.
- Offer additional services and products to customers.

The successful candidate will have the following qualifications and experience:

- Associate degree in business or equivalent certification customer services or minimum 2 years relevant experience in a communications environment.
- Must be proficient with the MS Office platform.
- Must have basic computer knowledge.
- A+ and/or N+ certification would be an asset.
- Ability to process incoming help desk calls and requests in a courteous and timely manner
- Excellent interpersonal and telephone communication skills.
- Problem solving and analytical skills.
- Able to organize work in an efficient manner and work well under stress.
- Ability to work on Saturdays and evenings.
- A second language (Portuguese or Spanish) an asset, but not essential.

Interested persons should apply with a cover letter and detailed resume via email to keycareers@keytech.bm. All correspondence should be marked to the attention of the:

Human Resources Manager, Recruitment
Logic Communications Ltd.
Department of Human Resources
30 Victoria Street, Hamilton, HM 12   **Closing Date: July 26, 2013**

The KeyTech Group of Companies is committed to maintaining a substance free workplace. Applicants will be subject to pre-employment substance screening prior to receiving an offer of employment.

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