

Technical Support Representative

Do you have a desire for working in a fast-paced, rapidly evolving communications environment?

BTC is seeking customer-focused individuals, with excellent customer service, communications and problem solving skills to work within our Customer Service Division in the position of Technical Support Representative.



This is a demanding role and the successful candidate will have the ability to communicate complex technical solutions to technical and non-technical customers with an emphasis on quality and customer satisfaction.

The Technical Support Representative is primarily responsible for receiving, troubleshooting and resolving technical product queries & issues experienced by Residential ISP Customers.

Essential Duties and Responsibilities include (but not limited to):

- Provide first level support to customers across all product lines included but not limited to internet, data, voice; web hosting, e-mail; cloud telephony, IP PBX and data center co-location
- Act as the first point of customer contact for incidents, requests and queries via phone calls or e-mails in the queue
- Investigate alerts and anomalies highlighted by the customer monitoring systems and liaise with the relevant departments to ensure resolution within the agreed SLA's; escalate issues that cannot be resolved to the relevant department
- Receive, log, troubleshoot and resolve incidents reported by customers and conduct on-site troubleshooting and routine maintenance on the request of the Manager
- Use diagnostic procedures to determine the source of problems caused by hardware errors i.e. modems, printers, phones, etc.
- Provide general product service information to perspective customers and contact customers whose accounts are due to expire
- Create new customer accounts, close old & expired accounts, merge ISP & GSM accounts

Qualifications and Experience required:

- Degree/Diploma in Information Technology or related field
- Minimum 2 years' experience in a customer service environment
- One or more of the following technology certifications such as Cisco, Avaya, etc.
- Intermediate Proficiency level in Excel and other Microsoft Office applications
- Intimate knowledge of Voice over IP protocols such as SIP
- Experience of troubleshooting PC/Server Hardware and Software issues and provisioning e-mail accounts and web hosting
- CCNA certification is a plus but not required
- Certification in Programming with a working knowledge of HTML, JavaScript, VB, ASP, SQL languages is an asset
- Experience with installing and configuring Routers, Firewall and Switches is preferable

Interested persons should apply with a cover letter and detailed resume via www.btc.bm, click on About Us to visit the Careers page.

CLOSING DATE: November 13th, 2015

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