



IT Services Support Representative Student Placement Program-Grant

CX Solutions, is a Privately held, Canadian multi-disciplinary company delivering Iconic Customer Experience Solutions through BPO Operations delivery, Consulting and Technology Innovation services. We are headquartered in Toronto, Ontario with a division in Sault Ste. Marie. The European division of CX Solutions, "CX Technology Solutions" is headquartered in Nis, Serbia serving Germany and the UK.

Opportunity - Open to Post-Secondary Students

CX Solutions was approved for a Student Placement Program Grant for an IT Services Support Rep (ITSR). Because we are growing so rapidly, there is a need to fill this role this summer with the option to continue on a reduced schedule once you enter in the beginning of the next academic year. **The main criteria of the grant requires that you must have Canadian Residence or Refugee status.**

The ITSR will work within the IT Services Department in the delivery of technology support and administration services, web / solutions development, and process management with a strong focus on customer service excellence.

We Offer

- A safe, fun, and inclusive work environment where everyone is valued and treated with respect
- Health and Safety is of extreme importance, and we take all required measures to ensure the well-being of our team
- Learning and promotion opportunities in a fast-paced and growing high-tech company

***Location:* CX Solutions - Canadian Operations– 258 Queen St. E., Sault Ste. Marie**

The Role

Work with Service Delivery Lead(s), Service Desk Reps and Developers to support the resolutions of IT service requests, incidents, and web and solutions development initiatives, ensuring prompt, efficient and quality service delivery by providing:

- Service Desk support services, responding to customer/user inquiries and requests regarding information technology support services.
- Remote troubleshooting support to resolve incidents and service requests.
- Web site and application development and programming services.
- Assistance with developing and maintaining support documentation, manuals, Self- Help, Guides and Training Materials.
- Process support services such as maintaining knowledge base of technical problems and solutions.

Knowledge / Experience

- Knowledge or training related to Technology Services and Processes.
- Knowledge or training related to computer technologies & peripherals including operating systems, software, and common business applications, networks, diagnostic software, anti-virus programs & recovery procedures.
- Knowledge or training related to web development and maintenance.

Skills

- Good reasoning/problem solving skills and analytical skills to provide technical support.
- Good oral and written communications skills.
- Excellent customer service skills.
- Team skills to contribute and achieve team goals and achievements.

Is this you?

- Do you have a passion for assisting and supporting customers?
- Are you able to multi-task and think 'beyond the box'?
- Do you believe in giving your all and having fun in a Team environment?
- Are you a technical thinker who enjoys solving puzzles?
- Do you enjoy learning new skills and actively challenging yourself?

Do you have?

- Drive, desire and initiative with the ability to adapt quickly to rapidly evolving environment.
- Good analytical, conceptual thinking and problem resolution, with the ability to think clearly and resolve issues efficiently under pressure.
- Good planning, organizational, and time management skills.
- Team player with positive can-do attitude.
- Customer service with a 'how can I help' focus.

Are you a fit?

If you feel you are fit for this role, please forward a covering letter and resume to recruitment@cxsolutions.ca.

COVID-19 considerations

Based on the Ontario COVID-19 workplace safety plan recommendations, we have developed and keep current our CX Solutions COVID-19 Safety Plan for the workplace that includes the following COVID-19 precautions:

- Plastic shields at work stations
- Masks provided and required when not at work stations
- Daily COVID-19 and temperature screenings
- Social distancing guidelines in place
- Sanitizing, disinfecting and cleaning procedures in place

Equal Opportunity Employer

CX Solutions provides equal employment opportunity for all applicants and Employees and do not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, disability or any other characteristic protected by local law.