



<https://entouragesearch.com/job/desktop-support-technician-webex/?lang=en>

Desktop Support Technician-WebEX

Description

Our client in the telecom industry is currently hiring a Help Desk support for their office.

This position will be working from home due to the pandemic. The position is a full-time

contract role & would like the individual to start immediately.

Responsabilités

- Provide Webex support for clients and end-users.
- Work with telecom engineers to solve technical issues.
- Resolve issues/tickets for clients via phone, email, or live Webex session.
- Operate remote meetings and leadership meetings

Qualifications

- At least 3 years of experience with Webex and all its associated platforms and software;
- 3 years of experience setting up and supporting cisco conference rooms(Webex Room Kits, DX, SX devices)
- Video Mesh and Control Hub, network architecture (great asset)
- Previous experience in IT, customer service, or other related fields.
- Experience with Microsoft Office 365 and related programs.
- Experience with Windows PC Help Desk is a must.
- Strong troubleshooting, critical thinking, and customer service skills.
- Post-secondary education from a recognized institution in Electronics Engineering, Information Technology, Telecom, or AV programs is a plus.
- Excellent organizational, written and verbal communication skills.
- Fluent in written and spoken English and French.

Organisation d'embauche

Entourage RH

Type d'emploi

Temps plein

Durée d'emploi

Contract position

Secteur d'emploi

Technologies de l'information

Lieu de travail

Montreal, QC, Canada

Remote work possible

Heures de travail

8:30-17:00

Date postée

11 juin 2021