Customer Support Technician

Looking to start your career with an exciting and growing company?

Real Time Networks Inc. is a Port Coquitlam, B.C. Canada based company that has achieved outstanding success in the marketplace. We specialize in developing cutting-edge solutions that provide security, safety, and real-time tracking for keys and assets. Our industry-leading products, including KeyTracer key control systems and AssetTracer electronic smart lockers, have solidified our position as market leaders.

We currently have an opening for a **Customer Support Technician**. This position has lots to offer including opportunities for growth and advancement, exposure to hi-tech products, IT, and product development. Our ideal candidate will have excellent customer service skills, a technical aptitude, and is an inquisitive problem solver.

Responsibilities:
- Be the first point of contact for our customers, and triage incoming technical support issues.
- Manage tickets and queue to ensure timely responses to customers in alignment with Service Level Agreements (SLAs).
- Assist customers with first level technical support and customer service-related issues via phone, video, and email.
- Build strong customer relationships by addressing complaints, proposing effective solutions, and recommending proactive and preventative maintenance.
- Develop and maintain documentation and Standard Operating Procedures.
- Conduct hands on troubleshooting, device testing, and product setup and installation.
- Work closely with other departments to meet service and customer objectives, as well as project timelines.
- Quickly learn new software, hardware, and related concepts.

What you bring:
- You are a critical thinker, adept at problem-solving, and can assess and prioritize critical issues.
- You are fluent in English and have exceptional communication skills. You can effectively communicate and connect with customers and provide top-notch customer service in a professional manner.
- You have a technical aptitude and an understanding of IT and Network related concepts.
- You have excellent writing and reporting skills, with a keen attention to detail when updating tickets.
- You can work independently whilst also collaborating with team members.
- You have a flexible and dynamic personality with a "Can Do" attitude.
- You are legally authorized to work in Canada.

Education and Experience:
- Post-secondary education
- Minimum 2 years of Customer Service experience, preferably supporting external customers.
- Minimum 2 years experience working with a Customer Support Software. Experience with Team Support is considered an asset.
- Technical or IT Aptitude
- Fluent in French is considered an asset.

Location:
- Port Coquitlam, BC

Anticipated Start Date:
- ASAP

What we offer:
- Permanent Full-Time employment
- Hybrid work option available
- Opportunity for development and training
- Competitive Salary
- Extended health and dental benefits
- RRSP Matching

How to Apply
- Email a PDF copy of your resume to contact@realtimenetworks.com
- Position will be open until filled.