

Customer Support Technician

About the job

Employment Type: Permanent. Full-time [5 days per week]

Location: Port Coquitlam, BC.

Anticipated Start Date: Immediately

Salary Range: \$50,000-\$60,000

About Real Time Networks

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

Real Time Networks Inc is a Port Coquitlam B.C. Canada based company experiencing rapid growth and continued success in the marketplace. We build solutions that provide security, safety and real-time tracking for keys, assets, and people. Real Time Networks specializes in smart solutions for managing critical assets and keys that deliver enhanced security, real-time accountability, and operational efficiency.

The opportunity

Are you a tech-savvy problem solver with a passion for helping others? We're looking for a Customer Support Technician to join our team! In this role, you'll be the first point of contact for customers, providing exceptional technical support and troubleshooting hardware and software issues. You'll manage support tickets, assist with installations, and contribute to documentation while building strong relationships with customers. Working closely with cross-functional teams, you'll play a key role in delivering outstanding service and ensuring customer success. If you enjoy solving challenges and making a difference, we'd love to hear from you!

Responsibilities:

- Act as the first point of contact for customers via phone, video, and email.
- Provide first-level technical support and address customer service-related issues promptly and professionally.
- Build strong customer relationships by addressing complaints, offering effective solutions, and recommending proactive maintenance.
- Participate in after-hours queue rotation, to provide 24x7 support to RTN customers.
- Manage tickets and queue to ensure timely responses aligned with Service Level Agreements (SLAs).
- Conduct hands-on troubleshooting, device testing, and product setup and installation.
- Travel onsite to customer locations as needed for service calls and product installations.
- Quickly learn and apply new software, hardware, and technical concepts to resolve customer issues.
- Develop and maintain customer support documentation and Standard Operating Procedures (SOPs).
- Support the creation and updating of knowledge base articles and training materials for internal and external use.
- Provide general and administrative support to the Client Services and Development teams.
- Collaborate with other departments to meet customer objectives, service goals, and project timelines.
- Participate in team meetings and contribute to continuous improvement initiatives.
- Stay updated with the latest developments in information security standards and regulations.

What you bring:

Education and Experience:

- Post-secondary education, preferably in an IT, Electronics, or related discipline is a asset
- 1-3 years of customer support or technical support roles
- Experience troubleshooting and supporting hardware and software systems
- Fluent in French is considered an asset.

Technical Skills

- Strong technical aptitude with a solid understanding of IT and network concepts.
- Proficiency in troubleshooting low-voltage electronics and using tools like soldering irons, hand/power tools, and voltmeters.
- Critical thinking and problem-solving skills, with the ability to prioritize issues effectively.
- Excellent communication and customer service skills, with a professional and approachable demeanor.
- Strong writing and reporting abilities, with attention to detail when updating tickets.
- Ability to work independently while collaborating effectively with team members.
- Exceptional organizational and multitasking skills in a fast-paced environment.
- A flexible, dynamic mindset with a “can-do” attitude.

Travel Requirement:

- This role may require occasional travel to customer sites.
- Ability to travel within Canada/US/International is considered an asset.
- Clean driving record and ability to rent a car is considered an asset.

What we offer:

- A competitive salary commensurate with experience and education
- A comprehensive benefits program including extended medical and group insurance.
- RRSP matching and bonus eligibly after probationary period.
- Education Assistance benefits

Diversity & Inclusion

RTN is an equal opportunity employer who is committed to an inclusive and diverse workforce, equity in employment and fostering a barrier-free environment.

We strive to include perspectives from those that vary by race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, and disability. If accommodation is required at any point in the recruitment process, please contact a member of our Recruitment Team.

How to apply

Only applications sent to the contact@realtimenetworks.com with a resume and cover letter will be considered. In the subject line of your email, please indicate **Customer Support Technician Ref: 01.2025** and "RTN Way" in the body of the email to demonstrate your attention to detail and ensure that your application is processed correctly.

Real Time Networks thanks all applicants for their interest and advises that only those selected for an interview will be contacted. No phone calls please.