



JULY 2011

Technical Support Representative

As one of the 50 Best Managed Companies, NRT is looking for a dynamic candidate who is motivated and passionate about working for an industry leader in technology!

NRT is the recognized industry leader in self-serve redemption and jackpot solutions, and has placed over 4,500 devices in over 300 casino locations throughout Canada, United States, the Caribbean, Europe and Asian gaming markets.

We offer a competitive salary, group benefits (health, vision, dental and life insurances), career advancement opportunities, challenging work, and a convenient work location!

Our environment is entrepreneurial and fast-paced. Individual and creative contributions to our company objectives are highly encouraged and recognized. There will be an abundance of opportunities to develop new skills and to benefit from interaction with a highly experienced leadership team.

Check us out at: www.nrttech.com

The **Technical Support Representative's** primary mandate is to resolve client issues in an **effective and timely manner**. The company's solutions are mission critical to the business operations of a very demanding clientele.

As the front line service point, the **Technical Support Representative** is expected to:

- Ascertain problem description
- Perform speedy analysis and issue resolution (preferably without external help)
- Provide advice to clients or partners on technical questions
- Escalate or reassign problem tickets to internal or external experts
- Recommend service improvements

Job Duties

- Analyze internal and external client issues relating to technical support, and provide answers by identifying problems; sourcing answers; guiding client through corrective steps
- Analyze and/or isolate the root cause of issues
- Maintain and record issues in a clear and concise manner using the various Customer Support Centre tools
- Maintaining technical knowledge and learning new products as required
- Dispatch 3rd party hardware service suppliers in compliance with service agreements
- Participate in special service-related meetings that are convened to address escalated issues
- Maintain a friendly presence and helpful attitude
- Understanding of the fundamental operations of NRT's commonly used software, hardware, and other equipment in order to provide technical guidance for escalated issues
- Heat (software)
- Ability to multitask effectively during busy times; exercise patience and professionalism during stressful situations and when dealing with clients and subordinates
- Ability to work responsibly with minimum supervision
- Effective conflict resolution skills
- Other duties as assigned by the Customer Support Centre Manager

Qualifications

- Minimum 1 year experience in a technology support role in a helpdesk/call centre environment
- Outstanding approach to teamwork, collaboration and communication
- PC Hardware and Software troubleshooting experience
- Ability to discuss and resolve complex issues over the telephone
- Experience/willingness to work on a shift rotation
- Superior written and verbal communication skills along with strong problem solving and organizational skills; ability to facilitate
- Ability to understand the importance of SLA's and delivering to client's expectations
- Ability to function efficiently without direct supervision
- Excellent customer service skills with a professional demeanor at all times
- Advanced trouble-shooting and problem solving skills for dealing with escalated issues; ability to visualize a problem or situation and think abstractly to solve it

Education and Training

- Post-Secondary education in Information Technology
- Previous helpdesk or call centre experience would be an asset
- Preference will be given to candidates with training, experience and/or certification in IT or networking (eg.MCP or MCSE)
- A + Certification will be highly considered but not a pre-requisite
- Proficient with Windows OS platforms (PC and Server)
- Familiarity with a helpdesk Ticketing system considered an asset