



## **Customer Service Technician**

Cartel Communication Systems Inc., Langley

### **About Cartel**

Founded in 1981, Cartel provides a wide range of products and services for government, industry and enterprise-driven telecommunications applications across Canada, including advanced 4G wireless coverage enhancement, mission-critical voice logging and dispatch solutions, TETRA and Digital Mobile Radio systems, as well as integrated site monitoring command and control systems. Our Langley, BC head office houses a large warehousing and engineering facility for systems design and manufacturing and our branch offices span Canada to better serve our customer base.

The Customer Service Technician is primarily responsible for providing pre-sales and post-sales technical support services. The incumbent is responsible for assisting the Sales, Engineering and Operational department teams with respect to technical issues with applications, equipment or systems. They will find themselves directly supporting our customer base on a broad range of technologies such as Voice Recording, Dispatch, Distributed Antenna Systems (DAS) and digital radio products. Bilingual (French/English) capability is a requirement.

Cartel is committed to hire and develop only the best. The position reports to the Technical Support Manager.

### **Responsibilities:**

- Responds to customer support requests that originate through multiple paths (email, telephone etc.).
- Responsible for proper documentation of support requests through the life cycle of the support request within our CRM system.
- Responsible for supporting other departments and groups with technical knowledge on equipment, technologies and systems as they work through RFP, RFI, Tender and Bidding processes.
- Will be required to produce documentation in Visio, Word, Excel and other standard office applications that relate to technical support issues, project deployment issues or the sales process
- Assists with testing, assembly and product movement within the warehouse/shipping department.
- Assists with product labelling, boxing and shipping in support of the Logistics Team.
- Protects business operations by keeping confidential information secure. Security and reliability reviews/checks will be required.

- Understands all existing SLA's and contractual obligations. Reacts promptly to incoming technical requests based on those contractual terms.
- Addresses issues as they arrive via email, SMS, telephone call or via other internal staff such as the sales department.
- Maintains professional and technical knowledge by attending educational workshops, reviewing product publications, attending sales and product training seminars.
- Stays apprised of technical advancements in the industry.
- Actively shares knowledge within the team on new or developing technical innovations that will be key to Cartel's ongoing competitiveness and the success of ongoing and future project design and deliverables.

**Required Skills and Qualifications:**

- Minimum 3+ years of technical customer service support.
- Associate Degree (vocational school or certificate program).
- Requires a thorough knowledge of electrical/electronic and mechanical theories and principles, writing specifications, and principles of operation and application of electronic equipment.
- Excellent communication skills. Dedicated to meeting or exceeding the expectations and requirements of internal and external customers.
- Works well in team settings and independently when required.
- Learns quickly when facing new problems; open to change; analyzes both successes and failures for clues to improvement; experiments and will try anything to find creative solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence and the underlying structure of anything.
- Picks up on technical knowledge quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.

Cartel offers a competitive salary, bonus program, allowance and travel expense, as well as extended health benefits and professional development allowance. If you are interested and meet the above criteria, please provide a resume and cover letter.

Cartel is an equal opportunity employer and welcomes applications from all interested parties. We thank you for your interest, however, only those candidates selected for an interview will be contacted.

Learn more about Cartel at:  
[www.cartelsys.com](http://www.cartelsys.com)