



Technical Support Specialist

Cartel Communication Systems Inc., Toronto, ON

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 Technical Support Specialist is a key resource in the ongoing support and service for our clients and their systems. The position resides within the Technical Services department which is responsible for post-sales support and NOC services. Technical Support Specialists are strong technically with a broad range of skills ranging from RF distribution systems through networking and computer systems.

Critical to the role is the ability to deliver a quality of service that aligns with a Centre of Excellence and Cartel's pursuit of ISO 9001:2015 accreditation. The Technical Support Specialist ensures that our service level commitments are maintained or exceeded, and that service is delivered with client satisfaction as the focal point. A Technical Support Specialist will be gifted in critical thinking and creative troubleshooting. The position is predominantly tactical and essential to the daily success of Cartel and its objectives.

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

Responsibilities:

Responsiveness & Detailed-oriented

- Our client's systems are critical to their businesses and operations. Our commitment is to resolve technical issues and restore service as quickly as possible for the systems that we support.
- Cartel engages formally with our clients in Service Level Agreements or SLA's. These SLA's lay out our expectations and metrics describing how the post-sales support will be delivered. The Technical Support Specialist works to meet or exceed the SLA expectation for each client.
- In our business world, clients expect routine preventive maintenance, and expedited communication. A Technical Support Specialist must communicate frequently and with relevant information to keep the client informed and confident in us.

- Decision making, critical thinking, and creative troubleshooting are core to the individual as they are expected to wade into challenging situations where issues exist and the pressure to resolve problems is high.
- Given the nature of a NOC and the number of potential Technical Support Specialists supporting an incident, it is important to gather and document detailed information throughout the course of an issue towards its resolution.
- A Technical Support Specialist will have to research, collect and analyse data to understand the root cause of issues and work collaboratively with product managers, subject matter experts, engineers, and other cross-functional teams as necessary to find the best resolution and path of escalation.
- Each Technical Support Specialist plays a role in the financial success of the business unit. One of the ways is to promptly and accurately capture time and any material expenditures related to a support incident.

Communication

- Often the information received and transferred between the client and our internal resources is the most critical factor in determining how quickly an issue can be resolved. Clear communication and the exchange of information is essential to performance and satisfaction.
- Bridging the gap between varying levels of client competency and complex technical systems is key. Technical Support Specialists need to have the ability to articulate details to the client at an appropriate technical level.
- Communication is essential in this role. Keeping the Director of Project Services, Project Coordinator, and applicable sales staff current on the job site happenings is essential to the success of the individual job/project.

Professional Development

- Maintains professional and technical knowledge by attending educational workshops, reviewing the product publications, attending sales, and product training seminars.
- Stays apprised of technical advancements in the industry.
- Actively shares knowledge with direct reports on new or developing technological 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:

- Post-Secondary Education in Electronics, Networking or Telecom preferred.
- Minimum 3 - 5 years of experience and knowledge in wireless communication technology. Being well versed in the world of communication technology and wireless technology allows you to be a greater asset to the team and ultimately our customer base.
- Requires thorough knowledge of the subject-matter expertise in at least two of the following areas are desirable: wireless, communications technologies, telecommunications, voice logging, radio dispatch systems, information technology management, and systems administration.

- 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, the 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 to careers@cartelsys.com

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