



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/08

Service Desk Clerk

Job ID	D0-E6-2F-5C-20-0A	
Web Address	https://careers.indigenous.link/viewjob?jobname=D0-E6-2F-5C-20-0A	
Company	Northwestel	
Location	Whitehorse, Yukon	
Date Posted	From: 2022-05-09	To: 2022-06-13
Job	Type: Full-time	Category: Service Sector
Languages	English	

Description

Northwestel is actively seeking an enthusiastic support clerk to join our External Service Desk. Clerks will have the opportunity to work on a variety of telecommunications platforms supporting leading edge technology while playing a critical role in the success of our organization.

Employment Equity

Northwestel values diversity in the workplace and is committed to the goals of Employment Equity. We strive to achieve a skilled workforce that is representative of the population we serve, and as a Northern company, we are committed to the employment and career development of our Indigenous peoples. Candidates must clearly indicate on their application if they are an Indigenous person, a woman, a person with a disability, or a visible minority if they wish to receive hiring preference.

Specific Accountabilities

Receives, logs and answers customer problems / requests/ issues

Performs initial 1st level of incident identification for external customers and attempts to resolve when appropriate; otherwise, documents troubleshooting efforts in incident ticket and assigns case to appropriate support group.

Manage all customer requirements with the different Northwestel products and services, by ensuring complete customer satisfaction in response to technical incidents.

Troubleshoot customer reported incident and initiate corrective action by walking user through solution or remote control of user's desktop computer.

Uses appropriate communication skills and questioning techniques to assess customer needs in a timely manner.

Provide follow-up client contact to ensure satisfactory resolution of service requests and to solicit input concerning need for support services.

Communicate outages (planned or unplanned), major changes to key stakeholders

Ensure quality of the incident record prior to closing the incident.

Shift Work will be required (including weekends and holidays)

Knowledge and Skills Required

Grade 12 education, preferably supplemented by post-secondary OT courses.

Computer Skills, including Microsoft Office and Internet Explorer, Windows client operating systems

Must be able to follow process and management directives.

Must have excellent oral and written communication skills and ability to convert technical terms into everyday language to ensure understanding.

Excellent working knowledge of desktop application software, including Microsoft Office and Internet Explorer, Windows client operating systems

Very detailed and team oriented individual with excellent customer service, interpersonal and problem solving skills. Demonstrated ability to work well under pressure and handle frustrated clients.

Must be able to multitask in order to reprioritize tasks quickly and deal with constant interruptions while maintaining a high level of professionalism.

Customer service or helpdesk certification training an asset. Previous Service Desk or Call Centre support experience is an asset.

Experience using an incident tracking system is an asset.

Knowledge of ITIL Foundations or equivalent experience an asset.

As part of the recruitment process for this position, candidates may be required to take pre-employment tests and/or complete work simulation exercise to assess job fit.

As a safety conscious CORA, Certified organization, we have an established and comprehensive safety program. We expect all employees to participate in our organizational health and safety programs, adhering to all safe work procedures focused on continuous improvement.

How to Apply

Apply by clicking "Apply now"