



Customer Service Representative

LOCATION: Ottawa, ON
6 Month Contract

I. JOB SUMMARY

The Corporate IT Customer Service Representative will be responsible for the support of our local and remote end user base. In this role, you will use independent judgment and initiative to resolve problems and make recommendations, determining when and if executive action is required and supply a recommendation where appropriate. You need to be able to prioritize work, and manage multiple projects at the same time.

II. JOB RELATIONSHIPS

- A. Reports to: Corporate IT Customer Service Manager
B. Interrelationships: Develop relationships and interact regularly with staff.

III. JOB DUTIES & RESPONSIBILITIES

- A. Field incoming help requests from end users, in local and remote offices, in a courteous manner.
B. Perform PC installs and maintenance.
C. Perform server and network equipment installs and maintenance as required.
D. Assist in preparing, revising and maintaining procedures and documentation.
E. Provide training on the operations and functionality of various applications, printers, and systems.
F. Maintain technical problems history through a ticketing system.
G. Participate in special projects as requested.
H. Some miscellaneous administrative tasks.

IV. JOB REQUIREMENTS

- Hardware/Software experience with PC's, laptops and printers in a Microsoft Windows environment.
- Strong knowledge of Windows NT/2000/2003/XP/7.
- Ability to work in a team environment.
- Ability to prioritize effectively and to perform proactively.
- Excellent oral and written communication skills.
- Good troubleshooting and analytical thinking skills.

V. SALARY

Salary will be commensurate with experience and job responsibilities. Harris offers excellent fringe benefits including a generous vacation policy and health, dental, life and disability insurance.

Please mail, fax or e-mail your resume to:

Harris Computer Systems
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