



JOB POSTING

The Kativik Regional Government (KRG), a supra municipal body with jurisdiction over the territory located north of the 55th parallel, is now looking for a self-motivated and dynamic individual interested in joining the KRG to work in the capacity of:

TAMAANI – CUSTOMER SERVICE REPRESENTATIVE (PERMANENT, FULL-TIME)

The Customer Services Representative is the front line support for Tamaani Internet customers. He/she has to ensure that Tamaani Internet's clients receive support to connect to Internet. Under the supervision of the Internet Services Coordinator, the Customer Services Representative has responsibility for the following duties:

- Assist new customers to activate their Internet service;
- Provide basic technical support to existing customers when they have problems related to the Internet;
- Assist local Tamaani agents in each village in the troubleshooting and support of remote customers;
- Provide support to customers over the phone and sometime go on client's premises to provide support;
- Manage customer's email accounts (creation, deletion, modifications and passwords management);
- Maintain hardware/software inventories of Tamaani's equipment;
- Assist with the maintenance of Tamaani's Network under the supervision of the Senior Network administrator;
- Creating or maintaining support documentation up to date;
- Provide assistance to the Senior Accounting Clerk with basic accounting and clerical tasks;
- Carry out any work related tasks as requested by the Internet Services Coordinator.

QUALIFICATIONS

- Pertinent computer training or equivalent;
- Possess troubleshooting abilities with computers;
- Experience providing services to customers;
- Definite interest in computer related activities;
- Written and oral working knowledge of at least two (2) of the following languages: Inuktitut, English and French;
- Excellent communication skills;
- Good organization skills;
- Good moral character.

Place of employment: Kuujjuaq
Salary: Min. \$39,811 yearly, Max. \$64,517 yearly (Class 5)
Other Benefits: Cost-of-living differential: minimum \$8 500 annually;
Food allowance: minimum \$3 903 annually;
Annual leave trips: maximum of 3 per person annually;
Simplified Pension Plan: 6% employer, 4% employee
Group Insurance
Vacation: 20 days/year
Statutory Holidays: 20 days including 10 during Christmas holidays

Please forward your resume to:

Human Resources Department
Kativik Regional Government
P.O. Box 9
Kuujjuaq QC J0M 1C0
Fax: 819-964-2975
E-mail : humanresources@krq.ca

** An employee is entitled to receive at least the Northern benefits allocated to an employee without dependants. An employee with dependants is entitled to benefits for her/his spouse and eligible dependants.*

The KRG is an equal opportunity employer. In accordance with this and with the James Bay and Northern Québec Agreement, conditions may vary to promote the employment of Inuit candidates.

Only candidates selected for an interview will be contacted.