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Administration régionale KATIVIK Regional Government
P.O. Box 9 KUUJJUAQ (QUÉBEC) CANADA J0M 1C0

JOB OPPORTUNITY

The Kativik Regional Government (KRG), a supramunicipal body with jurisdiction over the territory of Québec located north of the 55th parallel, is looking for an energetic and motivated individual to work in the capacity of:

CUSTOMER SERVICE REPRESENTATIVE TIER 2
(PERMANENT - FULL TIME POSITION)

Reporting to the Network Operations Coordinator and working closely with the other employees of the Tamaani section, the Customer Service Representative Tier 2 assist the Customer Service team and provide "level 2+" support on network related issues. The duties and responsibilities of the Customer Service Representative Tier 2 are but not limited to:

- Monitor all network traffic segments and address potential issues stemming from changing patterns;
- Assist Customer Service team and provide "level 2+" support on network related issues;
- Assist customers with internet access, web streaming and web conferencing issues, applications, and projects;
- Ensure proper documentation of all systems related to network activities and infrastructure;
- Assist with the management of the Internet service billing system;
- Assist Tamaani Internet customers with web streaming and web conferencing applications and projects.
- Work with resources within KRG and/or with outside contractors as required;
- Advise the Senior Network Administrator, Coordinator and Assistant Director on major issues, infrastructure changes and future requirements;
- Perform any other tasks as requested by the supervisor.

REQUIREMENTS

- College level diploma in technology or 2 years of experience in a related field is an asset;
- Good oral and written communication skills in at least two (2) of the following languages: Inuktitut, English, French;
- Prior experience working with wireless networking (both the software and physical aspects of RF networking);
- Strong troubleshooting skills and the ability to resolve unforeseen network problems;
- Ability to transfer his/her knowledge to others;
- Strong focus on customer service-oriented personality;
- Good verbal and written communication skills;

Place of work:	Kuujjuaq
Salary:	Minimum $43 410 and maximum $73 074 annually (Class 7).
Benefits:	Cost-of-living differential: minimum $8 500 annually; Food allowance: minimum $3 707 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 days during Christmas.

Please submit your résumé in English before 5:00 pm on December 1, 2023, to:

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

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.