



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: Kuujuaq
Salary: Minimum \$45, 942 and maximum \$77, 337 annually
Benefits: Cost-of-living differential: minimum \$8 500 annually;
Food allowance: minimum \$4 216 annually;
Annual leave trips: maximum of 3 per person annually
Simplified Pension Plan: 6,25% employer, 4% employee;
Group Insurance;
Vacation: 20 days/year;
Statutory Holidays: 20 days including 10 days during Christmas.

Please send your resume in English to:

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