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

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

The Regional Support Technician is part of the front line support for Tamaani Internet customers. He/she will ensure that Tamaani Internet's customers receive support to connect to Internet. Under the supervision of the Internet Services Coordinator, the Regional Support Technician 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 with troubleshooting and support of remote customers;
- Provide support to customers over the phone and travel as required to provide support;
- Manage customer's email accounts (creation, deletion, modifications and passwords management);
- Creating or maintaining support documentation up to date;
- Carry out any work related tasks as requested by the Internet Services Coordinator.
- Maintain hardware/software inventories of Tamaani's equipment;
- Work in collaboration with other sections of Tamaani;
- Perform any related tasks as requested by the Coordinator.

QUALIFICATIONS

- Relevant experience working in a computer technology field or equivalent;
- Possess troubleshooting abilities with computers;
- Definite interest in computer related activities and willing to participate in train program for computer networking;
- Written and oral working knowledge of at least two (2) of the following languages: Inuktitut, English and French;
- Excellent communication skills;
- A customer-service oriented personality (friendly, outgoing, and patient);
- Experience in providing exceptional customer service;
- Good organization skills;
- Good moral character;

The selected candidate must be willing to travel in the region.

Place of employment:	Nunavik
Salary:	Min. $38, 651, Max. $62, 638 yearly (E5)
Other Benefits:	Cost-of-living differential: minimum $8 500 annually; Food allowance: minimum $1 840 annually; Annual leave trips: maximum of 3 per person annually; Group benefits including Simplified Pension Plan; Vacation: 20 days/year Statutory Holidays: 19 days including 10 during Christmas holidays

Please forward your résumé to:

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