



For the fourth consecutive year, EastLink has secured the designation as one of Canada's **50 Best Managed Companies**. EastLink is committed to providing our employees with career opportunities in an environment that promotes individual growth and career satisfaction. EastLink is an Atlantic Canadian owned and operated company delivering world-class telecommunication and entertainment services to residential, business and public sector customers throughout Canada.

EastLink is presently seeking **Technical Service & Support Representatives** to join the team in **Halifax, Nova Scotia**.

Position Outline:

EastLink Technical Service and Support Representative's are the first point of contact for the technical support of all our products and services and are accountable for ensuring excellence and quality in each customer experience. By responding to customer inquiries by telephone or email, the highest level of customer service and support is ensured through first call resolution and by living EastLink's customer service standards.

You are trustworthy and meet your commitments in a dynamic and rapidly changing environment. As a team player, you see success as being measured not only by our measures, but in our contribution to Customer Service and EastLink as a whole.

Reporting to the Team Manager, Technical Support you are primarily responsible for providing highly effective, efficient and professional troubleshooting solutions of EastLink's telephone, high speed internet, digital cable and bundles to existing and new Customers.

Responsibilities:

- Providing first class technical support to our customers via an inbound national queue for our vast array of cable, digital cable, internet and telephone services
- Supporting field technicians and installers via telephone as they provide face to face technical support and installs for our residential and business customers
- Research and resolve customer technical inquiries following documented processes and accurately reflecting them in call history and detailed notes on file Leveraging internal knowledge based systems and departments for assisting customers with a goal for first – call resolution
- Highlight and recommend solutions on products and features to support customer requirements at every interaction

Qualifications:

- 1 -2 years providing previous support related experience dealing with Customers in a previous call center, banking, hospitality or service environment
- Outstanding comprehension and communication skills
- Demonstrated ability to research and analyze problems and develop solutions.
- Proven understanding of Internet protocols and Networking configurations for MS Windows and Macintosh Operating Systems
- Technical Knowledge of Digital communication protocols and services
- Technical knowledge and aptitude for computers internet, television and telephone products
- A positive attitude, patience and understanding, dedication and commitment
- Advanced knowledge of telecommunications and the cable / entertainment business an asset
- Ability to work in a 7 day /week, multi-shift environment
- IT Certifications or Training a plus

Employees of the EastLink Group are highly motivated, results-driven individuals who enjoy challenges and are committed to continuous learning. If this description fits, then EastLink holds exciting opportunities for you!

Please send your resume with a covering letter demonstrating how your skills and experience match the listed qualifications and responsibilities. To apply for this position and to view all other opportunities please visit our website at

[Apply for this position](#)

EastLink is an Equal Opportunity Employer