

CONTROLLED DOCUMENT

Document Name	Job Description – Corporate – Tier 2 Technical Support Specialist		
Reference / Version	V: 0.1	Owner	People & Culture
Publish Date	June 16, 2021	Classification	Internal



Last updated:	July 04, 2022
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Job Specifications:

Job Title:	Tier 2 Technical Support Specialist
Location:	Canada - Remote
Reports to:	Help Desk Team Lead
Travel Requirements:	None

Role Summary:

WCG team members are supported and expected to work as part of a team aligned with a shared goal of providing high quality service to clients, employers, and the community. Each WCG team member uses strong communication and coordination skills and shares knowledge to work impactfully within cross functional teams of WCG staff and service delivery partners responsible for excellence in client service. At WCG, we are flexible and agile, and we prioritize client service while ensuring contract and policy compliance – this is reflected in our day-to-day tasks, our scheduling, and our support of one another. Strong relationships, developed and maintained through mutual respect and caring, characterize our team.

The Tier 2 Technical Support Specialist provides Level II technical support with respect to software applications and hardware for employees and clients located nationwide. Responsible for assisting Level I personnel to solve technical problems and for investigating elevated issues by confirming the validity of the problem and seeking known solutions related to these more complex issues. This Tier 2 support role will handle calls, emails, and manage a Service Desk support ticketing system while maintaining excellent customer service. Other duties include support for IT-related and physical systems such as security and telephony.

Key Performance Indicators:

Customer/ Stakeholder Satisfaction	<ul style="list-style-type: none">• Maintain professionalism when working with non-digitally literate users• Actively participate in achieving the highest level of customer service
People & Team Satisfaction	<ul style="list-style-type: none">• Self-starter; able to make use of downtime efficiently and productively• Collaborates with team members and stakeholders to deliver program requirements

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Operational Performance	<ul style="list-style-type: none"> • Keep peers and manager informed of trends, significant problems, unexpected delays • Analyze and resolve problems according to priorities and time frames laid out in the Service user guide, escalating when necessary • Accurately enter support tickets in ticketing software
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Key Responsibilities:

Customer Service	<ul style="list-style-type: none"> • Handle Tier 1 help desk escalations through tickets or phone • Follow up on outstanding requests and ensure timely resolution • Install computer hardware, networking software, operating system software and software applications • Troubleshoot device issues including (printers, laptops, desktops, VOIP phones, cellphones) • Manage user accounts and configure hardware as part of onboarding process • Monitor alerts and notifications from applications software and server performance • Assist Clients with connectivity issues - ethernet, TCP/IP and VPN • Support and configure mobile phone devices for staff • User Access management for software, applications, and licensing • Manage and monitor internal assets to ensure accurate inventory records • Assist Tier 3 if needed with cloud, and infrastructure tasks or deployments • Other duties may be added and/or assigned as needed • The Help Desk Representative will proactively notify staff of IT system issues, and address incidents and requests within the requirements of WCG's service standards
<i>Other duties as required, including going beyond the job description whenever necessary</i>	

Required Competencies:

<ul style="list-style-type: none"> • Verbal Communications • Written Communications • Customer Service focus • Empathy 	<ul style="list-style-type: none"> • Listening • Time management • Analytical thinking • Strong organizational skills
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Essential Requirements:

Required:

- Minimum of two years' experience with computer networks, hardware and software configuration, installation, and troubleshooting
- Strong knowledge of Windows 10 operating systems and MS Office 365 Suite
- Strong technical knowledge in the areas of networking, file and print servers, MS Exchange and Active Directory, Azure AD
- Methodical and efficient problem analysis and resolution skills
- Strong customer service and experience in first line technical support
- Excellent communication (oral and written), and interpersonal skills
- Service awareness of all organizations key IT services for which support is being provided
- Self-motivated, ambitious and a dedicated team player
- Ability to work outside business hours as needed
- Flexibility and the ability to work in different locations
- Solid understanding of confidentiality and other professional codes of conduct; must submit for a criminal record check and enhanced security clearance
- In-depth knowledge of a wide range of software and hardware products
- Strong organizational skills

Education:

- 2-year Technical or Associate's degree or equivalent work experience required
- Bilingualism is mandatory (French/English)

Preferred Criteria:

- Proficiency in French and/or other languages besides English
- Excellent communication skills to directly communicate across functional teams toward common solutions
- Strong analytical and problem-solving skills and proficient with technical documentation
- Experience working in a professional customer service desk environment
- Experience supporting web-based applications
- Curiosity and a commitment to continuous learning and knowledge sharing
- An understanding of typical IT policies and procedures