



Where Experience Counts.™

Call Centre Technical Analyst

Grey Power Insurance Brokers (a member company of ING Canada) is a leading provider of automobile and property insurance to individuals 50 or over. Our insurance products are underwritten by Trafalgar Insurance Company of Canada. We are a fast-paced organization experiencing dynamic growth and change. We currently have openings for a **Call Centre Technical Analyst** working from our Hwy 404 / Finch Ave office.

Do you enjoy the particular challenges of working in an environment of rapid change? Do you have a "can-do" attitude? If you think you've got what it takes, come join our growing team. You'll enjoy a competitive salary and an attractive benefits package.

Responsibilities

We are seeking a highly motivated technical expert with the ability to multi-task, work with cutting edge technology and fully support a growing and evolving contact center in the area of computer hardware/software and telephony systems. You will use your extensive project management skills to oversee all hardware/software installs and upgrades from conception to completion.

Key Responsibilities

- To be the main point of escalation and full owner of all computer and telephony related issues that occur within the call center, acting as an on-site expert in these areas and interface to the various helpdesks that support the applications and hardware;
- To monitor and maintain existing systems ensuring smooth operation. Proactive in recommending and implementing new solutions to produce time/cost savings and effectiveness in achieving our goals;
- To maintain an inventory of equipment and licenses to ensure that growth needs are met;
- To establish and maintain relationships with service and support vendors;
- To produce statistical reports on ACD and phone circuit usage with the help of various software products and distribute these reports periodically (daily, weekly and monthly) to the appropriate managers;
- To adhere to pre-set service level agreements between the operational team and our internal and external clients in the completion of duties;
- To install, change and move equipment and cables for voice transmission;
- To set up and tear down meeting/training/guest rooms and move equipment as necessary.

Requirements

- 3-5 years of experience in a call center environment in the area of technical support;
- Must have a diploma/certificate from a recognized IT program;
- A strong understanding of ACD telephony concepts and hardware;
- Good record-keeping skills;
- 3-5 years of experience with computer systems, LAN technologies, installing software, maintaining PC's and other office hardware in a call center environment;
- Advanced skills in Excel and other Microsoft applications;
- Motivated, adaptable, dependable, detail oriented and pro-active;

- Time management and multi-tasking skills are a must. Deadline driven;
- Excellent problem solving skills and diagnostic abilities across multiple technologies;
- Some heavy lifting may be required.

Apply by emailing your resume and covering letter to: recruitment@greypower.com

We thank all participants for their application and interest in Grey Power; however, only those selected for an interview will be contacted.