



**expertus**  
une société d'IBM

# Technical Customer Service Agent

*In the current context of the COVID-19 pandemic, Expertus continues to grow and our team is growing day by day. We have put in place many measures to ensure the efficiency of our staffing process and our plan for integrating new employees in virtual mode (we deliver all the necessary equipment for teleworking).*

Department : Operations

Type of employment : Permanent, Full-Time

Manager : COO

Work address : 4, Place Ville-Marie, Suite 400 (telecommuting during COVID-19)

Expected Start Date : From May 3rd

## Description

Expertus is looking for a **Technical Customer Service Agent** who will be responsible for providing technical support to customers.

You are bilingual with great attention to details? You are passionate about customer service and you are interested in technology? We have the job for you! Under the supervision of the operations coordinator, the Technical Customer Service Agent supports the operations department in providing services to its customers. You will provide first line technical support as well as incident / problem resolution assistance.

Expertus is recognized as a leader of payment and cash management software. Our technological solutions help businesses and financial institutions reduce their operational costs. Over 1000 entities and 50 financial institutions around the world process a daily average of \$25 billion in our infrastructure. We are among the first 5 to be named as SWIFT Service Partner in North America.

## Main responsibilities

- Provide an initial response to customer support requests ;
- Manage and respond to request for assistance by email, telephone and the ticketing system ;
- Enter the necessary information into the ticketing system ;
- Collaborate with various work teams and complete the projects entrusted to you on time ;
- Production of reports ;
- Support certain technical and non-technical requests (create users, reset password) ;



# expertus

une société d'IBM

- All other related tasks.

## Requirements

- Ability to analyze and sort information ;
- Ability to manage several tasks simultaneously and to establish priorities ;
- Team spirit, good listening and communication skills ;
- Computer systems knowledge ;
- Proficiency in office and messaging software ;
- Excellent stress management ;
- A relevant studies diploma or experience of 1 to 3 years in a similar role which will allow you to be effective in the various support activities ;
- Experience with ITIL will be considered as an asset ;
- Bilingualism : you can express yourself well in French and English, both written and spoken.

If you have the skills and if you recognize yourself through this profile, send us your resume to the following address : [RH@expertus.ca](mailto:RH@expertus.ca) Note that only those selected for this recruitment process will be contacted. We thank all applicants for their interest in Expertus, an IBM Company and we invite you to consult regularly our job openings.

## Legal disclaimer

By submitting your application and information to Expertus an IBM Company you acknowledge and agree that your information can be used and made available to our subsidiaries and affiliates, and that you may be interviewed by, or ultimately offered employment by, any of IBM's subsidiaries and affiliates worldwide.