



Technical Support Specialist Position

Location: Winnipeg, MB

The Company:

The KORE Wireless Group is the largest dedicated provider of business class global connectivity services for the M2M (machine-to-machine), telematics and telemetry markets. Through its service provider business units with direct operations in Canada, USA and Asia, KORE provides service to more than 800 applications providers and enterprises who integrate this capability into diverse end-user applications. These include vehicle location to utility metering, medical applications, payment processing, landfill monitoring, asset management, offender tracking and more. More recently, KORE provides its platform technologies to wireless carriers directly for their own use within their own network environments and has been successful building installations in Asia and Europe. KORE also has impeccable financial and operational performance and enviable growth.

Job Summary:

The Technical Support Specialist's primary responsibility is to support the M2M platform customers on a daily basis with all issues they have utilizing the Global KORE Systems M2M platform. This includes working with the customer, wireless carriers, internal and external engineering groups, and KORE's leadership to actively drive all customer issues to rapid resolution where the customer is always 100% satisfied. **This position requires a work schedule from 12:00 AM to 8:00 AM Monday through Friday.** These hours may be adjusted in the future to meet the needs of the business. Occasional Saturday work and possible rotating shifts may be required at times.

Job Responsibilities:

- Act as the front line interface for any and all customer technical issues.
- Expertly utilize the customer facing (PRISM Pro) and employee facing (SID Web Client) applications.
- Develop a comprehensive understanding of all services, jobs and console applications that work with the web applications to make up the M2M Platform.
- Work with customers' billing files, radius records, carrier CDRs and any other necessary records to analyze assigned billing disputes and provide recommendations on how to best resolve the issue.
- Support the on-boarding, testing and acceptance of new customer accounts.
- Ensure technical requirements and issues by customers are fully understood and recorded at an early stage.
- Distribute Maintenance and Outage notifications to KORE's customer base at the direction of leadership when issues arise.

Job Qualifications:

- 3 years or more networking or telecommunications support services experience.
- 3 years or more of application support experience, primarily in a Microsoft .NET environment
- Experience with SQL Databases.
- Working knowledge of Windows XP/2000/7 and Excel, Word, and Power Point.
- Basic knowledge of GPRS/GSM/CDMA wireless technologies.
- Experience in troubleshooting complex application and software issues.
- Experience in troubleshooting complex wireless data and SMS issues in GSM, CDMA, and satellite technologies.
- Post-secondary technical degree or diploma in Engineering Technology, IT or telecommunications services is desirable.
- The ability and willingness to change shifts and provide after hours support when required.



- An excellent command of both oral and written English.
- Enthusiasm and tenacity to put the customer first and drive all issues to resolution.

We offer a competitive salary, comprehensive benefits, training, and exceptional opportunities for career growth.

Please send your resume and cover letter, to HR Dept: careers@koretelematics.com.

We appreciate all interested candidates applying for this position, but only qualified candidates will be contacted. NO phone calls please. Thank you.