

Head Office

2060 Winston Park Drive, Suite 400
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**iView Systems Company Overview**

iView Systems is a dynamic software systems company located in Oakville, Ontario. iView is a recognized leader in the development and deployment of security and surveillance software solutions, advanced integrated surveillance/reporting services and training. These products & services assist in reducing associated losses by the rapid identification of individuals involved in loss, threat creation and other specific activities. iView provides unique software, platforms and services to the global security marketplace, including the gaming, banking, hospitality, retail and other loss prevention environments.

Purpose/Accountability:

The Help Desk Support position is accountable to the Technical Services Manager. The primary responsibilities will include logging all incoming customer issues and providing first level support. The successful candidate will also be expected to perform light quality assurance testing.

Primary Responsibilities:

Specific responsibilities will include but not be limited to:

- providing front line telephone and email technical support to clients (hardware/software/networking)
- making initial assessment of requests, attempting to resolve them, or escalating them to second-level support personnel, based on agreed upon service levels
- recording and tracking client incidents and complaints
- contributing to problem identification
- keeping customers informed of request/issue status and progress
- managing the request life-cycle, including closure and verification
- maintaining user/problem lists and support documentation
- providing management with information and recommendations for service improvements
- participating in hardware/software testing and implementation
- highlighting customer training and education needs
- potential field work to resolve issues where applicable
- provide afterhours support shared on a rotating basis
- possibility of performing other duties as required or requested by management

Knowledge, Skills and Experience:

A successful candidate will possess the following skills and behaviors:

- aptitude for learning software quickly with minimal instruction
- strong customer service skills and orientation
- excellent analytical and problem solving skills
- excellent interpersonal verbal and written communication skills
- proficiency in hardware configuration/upgrade/troubleshooting/repair (desktops, laptops, peripherals)
- proficiency in OS and software installation/upgrade/troubleshooting/repair
- willingness to participate in IT projects where required (some of which may require after hours work)
- knowledge of SQL databases and virtual (VMWare) environments is an asset
- good knowledge of networking, cabling, switching, in order to troubleshoot connectivity issues is an asset

If you are interested in this position, please apply online only at Monster.ca. Please do not call, email or fax your resume.

We will contact you shortly if your qualifications meet the requirements of the position.
Thank you for your interest in iView Systems.