

# Technical Support Specialist

Une journée  
dans la vie  
d'un(e)...

**ECOTEL** is a Canadian cellular operator whose mission is to operate and manage independent telecommunications networks. ECOTEL's network has 5.8 million square kilometers of spectrum, covering 58 % of Canadian territory, from coast to coast. More than 130 open-pit mines and industrial sites near Kitimat, Timmins, Sudbury, Thunder Bay, Val-d'Or, Rouyn-Noranda, Chibougamau, Fermont and Labrador City can take advantage of the services offered by Solutions Ambra and ECOTEL. At ECOTEL, you will have...

## GOLDEN CO-WORKERS

Our team is made up of passionate people who succeed in meeting all challenges in a harmonious work environment. Excellent communication between colleagues promotes teamwork and allows us to achieve maximum results in a stimulating environment

## BENEFITS THAT MAKE THE DIFFERENCE

A group insurance program (dental and medical), a pension plan (up to 5 % employer contribution), a physical activity bonus and an employee assistance program.

## FLEXIBILITY

Flexible work hours, the possibility of telecommuting, a lot of autonomy for the employee as well as outstanding growth and development opportunities (training in all areas).

As a Technical Support Specialist, you will work with a seasoned team on a variety of large-scale projects. Here is what a typical day might look like ...

- You write support contracts to ensure technical inclusions
- You perfect our internal and external monitoring systems on Linux
- You configure or check the configurations of LTE devices (Core, eNB, UEs)
- You organize meetings with our customers to submit technical solutions to their problems
- You meet via Teams with the support team to validate the status of the files
- You meet with our clients, both French and English speaking, on the progress of the monitoring system
- You support the customer in this way: a support ticket is opened by a customer about a PTT solution problem. Your answer is according to the SLA and your initial diagnosis. You validate the information at the supplier level. You will then send a first response to the customer.
- You respond to a follow-up to a ticket with a customer about an eNB connection issue or a VoLTE call.
- You correct on Visio the LTE solution of a customer.
- You add and test a new process in the internal ticketing system, on Jira.

**SEND YOUR RESUME TO [JOBS@ECO-TEL.CO](mailto:JOBS@ECO-TEL.CO)**

*Only selected candidates will be contacted.*

