



PBX Technician – Support Centre

This is a Technical Support role in Customer Service, where the successful candidate will focus on the Avaya/Nortel Communication Server platforms. They will work in a team environment to resolve customer support issues remotely and will visit customer sites as needed. The successful candidate will also participate in system upgrades and must be available for occasional on-call scheduling. (various shifts available)

Requirements:

- Strong Nortel/Avaya CS1000 skill sets; including CS1000M MG, CS1000E, CS1000M Cabinet.
- Experience with; RIs 3.00, 4.00, 4.50, 5.00, 5.50, 6.00.
- Experience with; Installation and Configuration, Database Administration, Patching, Upgrading and ESN.
- Ability to trouble-shoot simple to complex issues and work independently.
- Customer Service focused with strong Customer Service and interpersonal skills.
- Team focused

Skills considered an asset (but not mandatory):

- 10 years experience with Avaya/Nortel CS1000
- Nortel Certifications
- Knowledgeable or experience with Call Pilot, IVR and Contact Centre
- Experience with Avaya/Nortel BCM
- Understanding of VoIP concepts; SIP and H323 protocols
- Understanding of Linux base operating systems and other operating systems.

Location: Mississauga, Ontario

Eclipse Technology Solutions is a recognized leader in providing fast and capable response to service issues in voice and data communications networks. Serving customers throughout Canada and the U.S.A., Eclipse specializes in designing, implementing and servicing complex multi-site, multi-application technology solutions. The highly experienced Eclipse staff has extensive experience with full-scale VoIP solutions, contact centre applications, unified messaging integration, and wireless mobility solutions.