



Technical Support – Customer Service

Job Description

This is a Technical Support role in Customer Service, where the successful candidate will focus on the Avaya/Nortel Contact Center platform. 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.

Requirements:

- Strong Contact Centre skill set on the Avaya/Nortel platform. Including CCT, Call Recording and Reporting, CCMA and CCMS.
- Contact Center 7 certified.
- Strong interpersonal and customer service skills.
- Team focused

Skills considered an asset (but not mandatory):

- 5 years experience with Avaya/Nortel CS1000 Large System platforms and/or certifications.
- Knowledgeable experience with Call Pilot and IVR.
- Experience with Avaya/Nortel BCM.
- Understanding of VoIP concepts; SIP and H323 protocols.
- Understanding of Linux base operating systems and other operating systems.

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.