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## Technical Support Engineer - Internship

Telico - Montréal, QC

Stage / Apprentissage

### COMPANY DESCRIPTION

At Telico, we want to create long-lasting relationships with our customers and work with them to provide the best business communications solutions to support their success. Our team strives to improve service pricing, features and reliability. Telico has a proven track record of delivering great technology. Our commitment to innovation has enabled us to deliver breakthrough technologies that change the telecom landscape.

### JOB DESCRIPTION

Telico is currently accepting technical support internship applications. Candidates will assist our enterprise level business customers with our award winning hosted PBX VOIP service. We will help develop your technical troubleshooting and critical thinking skills and enhance your ability to communicate with customers. The position is a 3 month internship with the possibility for a full time position.

### Responsibilities

- Able to resolve most of a customer's basic account management and common technical issues associated with Telico's products via phone and e-mail
- Escalates advanced cases
- Manages all customer interactions via case management system
- Adheres to incoming call queue schedule; utilizes offline time primarily for case review and training
- Maintains a consistent level of positive customer satisfaction

### Essential Skills

- Ability to listen, analyze, troubleshoot, and to resolve common customer inquiries
- Good organizational and time management skills
- Good verbal and written communication skills
- Team player with a positive attitude

### QUALIFICATIONS

#### Technical Knowledge

- Ability to absorb technical information and apply to real life situations
- Understanding of IP networks, protocols, and related equipment
- Unified Communications and VoIP technologies
- Requires technical assistance on advanced technical issues

#### Education

Associates degree or equivalent work experience; technical certifications (in progress or completed)

#### Compensation

4 months unpaid internship with possibility of full time employment after evaluation.

### ADDITIONAL INFORMATION

To apply, please click the link below. If the link does not work, please send your resume to vmehta @ telico.ca (please specify the job title in your email).

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Suivre

Restez informé(e) des opportunités d'emploi chez Telico

À propos de cette entreprise

### [Telico](#)

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