

# Technical Support Representative

- We're hiring a Technical Support Representative for a permanent opportunity with our highly successful technology-based Veterinarian equipment client located in Barrie, Ontario.
- This is an office-based entry level role, located in Barrie Ontario.

## Summary

- Publication: PUB298370
- Market: LifeSciencesAndHealthCare
- Industry: Medical devices
- Area of expertise: Medical
- Hours per week: 40
- Education level: Academic Bachelor
- Closing date: Sunday, 25 April 2021

## Job

### Responsibilities:

- Technical support of digital imaging software and x-ray equipment via remote desktop software and telephone;

- Installing and troubleshooting digital x-ray programs;
- Testing and repairing electronic equipment;
- Training clients remotely on digital imaging software;
- Writing necessary technical documentation and training materials for internal and external use;
- Tracking all technical support issues in a central knowledge base and work order system;
- Preparing Imaging equipment for shipping;
- Shipping and receiving.

## About you

Requirements:

- Graduate of a College electronics/technology or computer program;
- Strong problem solving skills with a persistent attitude towards achieving high level of customer satisfaction;
- Decision making, critical thinking, job task planning and organizing;
- Strong communication skills both written & verbal, bilingual (French) is an asset;
- Strong knowledge of Microsoft operating systems; SQL, Microsoft Server and Storage Solutions;
- Strong networking support knowledge including Windows operating systems(10, 8, 7, XP) and general network configurations (LAN, wi fi);
- Strong mechanical aptitude;
- Ability to work well within a team;
- Able to work with minimal supervision on simple to moderately complex tasks;
- Unpack, lift and push/move boxes of equipment when required, able to lift up to 75lbs.

## What we offer

What we offer

- Why work with Brunel? We are proud to offer exciting career opportunities from over 100 offices globally in 44 countries;
- Advancing your career takes time and effort – let us match you to your ideal position.

**Feel free to contact**

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