Job Description — Technical Support Leader
The Technical Support Leader is responsible for leading, developing, mentoring and auditing the quality control for the Technical Support Team. This position is located in our Gatineau office location.

About TekSavvy Solutions Inc.
TekSavvy Solutions Inc. believes in doing the right thing. For our customers. For our business. For our employees. We do this by treating people the way we would want to be treated. Fairly. Honestly. With respect and consideration.

Corporate Values
In Leadership – Do what’s right, even if it’s tough
In Collaboration – Leverage our collective genius, be a team
In Transparency – Be real
In Accountability – Recognize that if it is to be, it’s up to me
In Passion – Show commitment in heart and mind
In Advocacy – Earn trust and business
In Quality – Ensure what we do, we do well

Duties and Responsibilities
Under the supervision of the Senior Leader of Technical Support, the duties and responsibilities of the Technical Support Leader include:
Leading and mentoring the Technical Support Team, performing scheduled staff reviews, communicating and adhering to new procedures, policies and goals.
Monitoring queues and assisting with daily goals and conducting quality control to reduce errors to improve procedures.
Establishing, recommending and implementing policies to ensure quality, timely and efficient design of customer oriented services.
Working effectively with other teams implementing strategies to increase profitability, productivity and overall client experience.
Auditing customer accounts to ensure accuracy of information.
Handling escalated issues from customers.
Participating in the Manager on Duty rotation.

Desired Skills and Experience
Minimum Qualifications
Bachelor Degree or College Diploma in a relevant field preferred
Previous experience in a leadership or management role, preferably in the Internet sector.
Excellent communication skills with a strong customer focus
Bilingual: French and English are required

Core Competency Requirements
Demonstrated interpersonal skills including communication, mentoring, coaching, and the ability to interact with colleagues at all levels
Dynamic, energetic, motivated, positive outlook Skilled in a computerized work environment utilizing Microsoft Office, specifically Word and Excel

Preferred Competency Requirements
Ability to work with minimal supervision
Team player with good interpersonal skills
Good understanding of Networking including Switches, Routers, Servers, Cables, Racks, Firewalls, LAN, WAN, TCP/IP, DNS, Latency, VoIP, QoS