



Technical Support Representative

Innovative Circuit Technologies (ICT) is seeking an organized, well-spoken, and energetic individual responsible for responding to service inquiries about our power supply and power distribution products from our customers and channel partners. Working closely with the Operations and Engineering teams, you will be responsible for solving the customers' challenges in a timely manner. The Service Support Representative is part of the Customer Service Team, whose goal is to provide long-term customer satisfaction.

Responsibilities

Your responsibilities will include, but are not limited to:

- ▶ First line technical support (email, telephone, other channels)
- ▶ Developing a strong understanding of ICT products
- ▶ Providing a friendly and positive customer experience during call, emails, chats, and customer escalations
- ▶ Coordinating elevated technical support responses
- ▶ Resolving and tracking inquiries
- ▶ Identifying trends in the service inquiries and elevating them for attention
- ▶ Coordinating, tracking, and resolving repairs to customer parts
- ▶ Other duties as assigned

Requirements

- ▶ Exceptional skills in problem solving and time management
- ▶ Professional and confident written and spoken communications
- ▶ Strong interpersonal communication with a positive personality
- ▶ An ability to distill and present complex technical information in a clear and concise manner

Preference will be given to candidates with the following skills and experience

- ▶ 1-2 Years of experience in a technical support role in a manufacturing or electronics environment
- ▶ Experience in electrical theory
- ▶ Degree or diploma in technology, electronics, or equivalent
- ▶ French, Spanish, or Portuguese fluency

About ICT

ICT is a leading manufacturer of power system products for land mobile radio, fixed wireless broadband and industrial power markets. Our power solutions help improve uptime, reliability, and quality of service by providing reliable remotely monitored and controlled power to critical communications equipment. For more information, please see www.ict-power.com

Interested candidates should send resume and cover letter to:

wesley.quadros@ictcorporate.com