

JOB REQ.#: 2019-QCIC-003

POSTING TITLE: Trainer/Helpdesk Representative, xPortal, Centre for Education and Training

HIRING DEPARTMENT: X-Portal

TERMS OF EMPLOYMENT: Full Time Temp

REPORTING TO: Manager, HARTs

LOCATION: Mississauga - 50 Burnhamthorpe Road West

START DATE: February 15, 2019

END DATE: May 30, 2019

SALARY: 39000.00 - 41000.00, Annual

LENGTH OF (CONTRACT) 4 months

BENEFITS: No

NO OF POSITIONS: 1

SUMMARY:	The xPortal is a real-time information management system, with its primary features being real-time collection, storage and retrieval of data records, and the generation of statistical reports. The Helpdesk Representative will work closely with the Manager and team to provide high quality customer services to xPortal users. The successful candidate will also be responsible for all inquiries regarding the system from Service Provider Organizations across Ontario.
DUTIES & RESPONSIBILITIES:	<ul style="list-style-type: none"> <input type="checkbox"/> Answer phone calls, emails, and provide accurate answers ensuring that all inquiries are documented in the help desk database <input type="checkbox"/> Resolve requests, questions and concerns frequently requiring analysis of situations to determine best use of resources <input type="checkbox"/> Follow daily procedures for working with the programmers to ensure that all inquiries are addressed immediately <input type="checkbox"/> Process user data entry errors to the programmers ensuring that clear information is documented <input type="checkbox"/> Respond to suggestions, concerns utilizing outlined Helpdesk support procedures <input type="checkbox"/> Prepare training materials and equipment for the Trainers for all training sessions or other meetings as required <input type="checkbox"/> Assist in planning training sessions. <input type="checkbox"/> Compile monthly reports regarding helpdesk tasks completed, outlining the average calls, user concerns and updates for programming suggestions <input type="checkbox"/> Create, update and maintain statistical reports for all stakeholders where needed. <input type="checkbox"/> Ensure the project tasks are maintained in a timely manner <input type="checkbox"/> Any other duties as required
QUALIFICATIONS:	<ul style="list-style-type: none"> <input type="checkbox"/> Minimum Post-Secondary Education or equivalent job experience <input type="checkbox"/> Proficient in MS Office applications, Internet research, and database applications <input type="checkbox"/> Polished customer service skills including strong interpersonal and communication skills (English) in an helpdesk/support environment <input type="checkbox"/> Strong ability to handle multiple priorities and deadlines while maintaining attention to detail <input type="checkbox"/> Must be open to learning and development, and be willing to accept new challenges and assignments <input type="checkbox"/> Detail oriented with excellent analytical and problem solving skills, including the ability to deal with situations where information is difficult to obtain, complex or ambiguous. <input type="checkbox"/> Excellent communication, interpersonal and teamwork skills <input type="checkbox"/> A high level of flexibility and adaptability
OTHER DETAILS:	To apply: Please submit your covering letter and resume following the link: https://hr.tcet.com/TcetJobs.aspx