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TECHNICAL SUPPORT REPRESENTATIVE

SynchroSERV LP – Vancouver, BC

The Technical Support Representative reports to the Operations Manager, SynchroSERV, and is responsible for application configuration, data entry and end user/Helpdesk support for a 24x7 contact centre located in downtown Vancouver. SynchroSERV has been delivering world-class tenant service powered by our industry-leading ServCtr software since 2000. We are owned by Bentall Kennedy, one of North America's largest real estate advisors and Canada's largest property manager.

RESPONSIBILITIES

Contact Centre Helpdesk

- Staff Helpdesk daily to receive and resolve email and phone requests from clients and end users.
- Provide technical advice and guidance including first line technical troubleshooting for software, hardware and reporting issues.
- Maintain knowledge database to enhance quality of problem resolutions. Provide knowledge transfer and guidance to Helpdesk and contact centre staff.
- Maintain service desk guides and best practices.
- Maintain service level commitments through ongoing continuous improvements (i.e. identifying issues for long-term resolution and implementing procedures for improved first call resolution).
- Provide 24x7 support as part of an on-call rotation or as required to ensure service levels are maintained.

Contact Centre Operations

- Provide data entry, application configuration and administrative support for the contact centre.
- Provide system training and support to end users as required.
- Provide training, support and leadership to after-hours contact centre personnel.
- Audit and track data changes and service requests; maintain data integrity within the contact centre.
- Complete user acceptance testing for new features and system enhancements. Write test cases for testing and delivery of enhancements into production environments.
- Maintain and foster relationships with clients (may require travel to the sites from time to time).
- Provide back-up on phone system and queues to ensure service levels are maintained for the contact centre.
- Other duties as assigned.



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QUALIFICATIONS

- **Experience** - Minimum 3 years related experience in contact centre operations or a property management environment.
- **Education** - Post-secondary degree or diploma desired. Some knowledge of a property management environment is considered an asset.
- **Communication Skills** - superior communication and presentation skills, both oral and written, ability to write reports, business correspondence; ability to effectively present information and respond to questions to groups.
- **Relationship Skills** – excellent customer service and interpersonal skills; ability to develop and sustain strong working relationships with management, employees, tenants, and the public.
- **Organizational/Multi-Task Skills** - ability to allocate one's time effectively, work under pressure and manage tight deadlines; ability to handle multiple demands and competing priorities; ability to adapt to new ideas and constant changes; ability to organize and prioritize tasks in a fast paced, deadline driven environment.
- **Computer Skills** – demonstrated ability to configure application software; ability to diagnose and troubleshoot software and mobile device/internet browser issues; good problem solving/troubleshooting skills; good working knowledge of computer network and internet connectivity; intermediate skills in Microsoft Office applications; excellent keyboarding/typing skills (minimum of 40 wpm); experience with Remedy database administration preferred but not essential.

To apply for this position or search other available opportunities with Bentall Kennedy, visit our career website at: <http://www.candidatemanager.net/bentallkennedy>