



**Ontera  
Job Opportunity #400-027-10**

**TITLE:** Helpdesk Technician (Temporary- anticipated to be 90 days or less)

**REPORTS TO:** Helpdesk Team Leader

**LOCATION:** North Bay

**FUNCTION:**

- Provide technical assistance to Internet, Data and Telephone customers
- Work collaboratively with the Network Operations Center, Customer Service Representatives and other Ontera Team Members
- Organize work area with up to date product & service information
- Respond to customer assistance inquiries promptly and in a courteous manner
- Assist in reporting systems bugs/problems functionality; (OOSS/CMD/AFAS/etc.)
- Ensure that policies, procedures and business rules are followed
- Other duties as may be assigned

**QUALIFICATIONS:**

- Secondary school diploma with a 2 year Technical/Programming Diploma or equivalent
- 5 years of related work experience in Customer Service/Technical Support
- Intermediate computers skills with good keyboarding speed and accuracy (40 wpm)
- Must have excellent oral and written communication skills in both French and English
- Strong problem solving skills and good judgment
- Excellent interpersonal skills
- Valid driver's license an asset

**CLOSING DATE: 2:00 pm on August 31, 2010.** We thank all applicants for their interest; however, only those selected for an interview will be contacted. Qualified individuals may apply in writing with a current resume to:

**Ontario Northland\*Ontera**  
Attention: Human Resources Generalist  
555 Oak Street East, North Bay, ON P1B 8L3  
Fax: 705.475.5055 E-mail to: jobs@ontc.on.ca  
Reference: **Helpdesk Technician #400-027-10**  
Posting Date: **Friday August 20, 2010**

**Ontario Northland is an equal opportunity employer.**