

# Call Centre Agent - Technical Support

**Posted By:** One Solution Consultancy Services

**Location:** Edmonton

**Salary:** \$32.21 Per Week

**JOB ID :** RJ6384704

**Posting Date :** 20-Jun-2025

**Expiry date :** 10-Jul-2025

**Education :** • College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years

**Language :** English

**Vacancies :** 1

**Years of Experience :** 1 year

**Job Type :** Full Time

## Job Description

**Title:** call centre agent - technical support

**Employer:** One Solution Consultancy Services

**Address:** 10180 101 STREET NW suite 3400, Edmonton, AB T5J 3S4

**Wages:** \$32.21 /hour

**Vacancies:** 1 vacancy

**Joining:** As soon as possible

**Employment type:** Permanent employment, Full time  
30 to 40 hours /week

**Employment conditions:** Morning, Day

## **Overview**

### *Languages*

English

### *Education*

- College, CEGEP or other non-university certificate or diploma from a program of 1 year to 2 years
- or equivalent experience

### *Experience*

1 to less than 7 months

### *On site*

Work must be completed at the physical location. There is no option to work remotely.

## **Responsibilities**

### *Tasks*

- Give access to computer networks
- Report on the performance of computer systems and networks
- Respond to users experiencing difficulties with computer
- Consult user guides, technical manuals and other documents to research and implement solutions
- Provide advice and training to users in response to identified difficulties
- Collect, organize and maintain a problems and solutions log for use by other technical support analysts
- Participate in the redesign of applications and other software
- Provide business systems, network and Internet support to users in response to identified difficulties
- Perform Web-server backup and recovery operations
- Provide customer service

### *Supervision*

- No supervision responsibility

**Work Setting**

Consulting firm

**How to apply**

*Direct Apply*

By Direct Apply

**By email**

onesolutionjobscanada@gmail.com

**Who can apply to this job?****The employer accepts applications from:**

- Canadian citizens and permanent residents of Canada.
- Other candidates with or without a valid Canadian work permit.

To apply for this job vacancy, please send your resume along with a cover letter and a reference letter from your previous employer to the following email: [onesolutionjobscanada@gmail.com](mailto:onesolutionjobscanada@gmail.com)

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