



TECHNICAL SERVICE REPRESENTATIVE (FULL-TIME) - BRANDON, MB

WESTMAN COMMUNICATIONS GROUP (Westman) is seeking applications from energetic, highly motivated individuals to become part of our growing team!

Westman is an industry-leading communications provider based in Brandon MB, offering residential and commercial High-Speed Internet, Digital TV, and Phone services in communities across Manitoba. Established in 1977, as a locally owned and operated cooperative, Westman is dedicated to delivering competitive and innovative services, providing an exceptional member experience, and supporting the communities we serve.

What we have to offer:

- Competitive compensation package.
- Comprehensive group benefits plan (extended health; life; dental; vision; GRRSP; and health and wellness).
- Various Learning and Development initiatives, and opportunities to grow within our team!
- Opportunity to participate in company events and activities and enjoy our company perks!

What you'll do:

- Assist Westman customers in resolving phone, internet, and cable television related issues/problems.
- Provide an exceptional internal and external customer experience.
- Respond to customer inquiries from multiple sources, such as support chat, social media, email, telephone, as well as face to face.
- Create and update documentation for every customer interaction.
- Follow troubleshooting steps to resolve issues; escalating to Tier 2 support, technicians, or the Team Lead when necessary.
- Prepare replacement equipment for customer pickup, as necessary.
- Maintain knowledge of Westman services and hardware to efficiently resolve customer issues.

What you'll bring to the team:

- Minimum one-year of post-secondary education in computer, electronic technology, or a related field.
- Minimum one-year experience in problem solving & troubleshooting, documentation, and customer service (both over the phone and face-to-face).
- Proficiency with Microsoft Office 365 Office (Outlook, Word, Excel, SharePoint, OneDrive).
- Knowledge of TCP/IP Networking relative to home networking and troubleshooting DOCSIS cable modem services.
- Must be willing and able to work flexible hours and shifts (days, evenings, weekends).

DEADLINE FOR APPLICATIONS: This position is open until filled.

As an equal-opportunity employer, we are committed to an inclusive and barrier free environment at Westman Communications Group and encourage applications from all qualified individuals. If you require a reasonable accommodation at any point during recruitment process or would like to request this posting in an alternate format, please indicate by emailing hr@westmancom.com of the accommodation requirements. While we thank each applicant for their interest, only selected candidates will be contacted.

**Apply today to join our team at <https://westmancom.com/careers>
and begin your exciting career journey with us!**