JOIN OUR TEAM!

BUSINESS SUPPORT SPECIALIST (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 southwestern and central 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. Westman empowers our team to be innovative, team-oriented, community-based, and customer-focused, championing a culture centered around strong values.

The Business Support Specialist must possess strong technical skills and provide exceptional internal and external customer service. As a technical resource, this individual must be able to engage a technical and non-technical audience in design, implementation, and training/education in the deployment of Westman Business (WB) solutions.

What you'll do:
- Collaborate with the managers regarding technical requirements for customers and provide technical sales support as well as assistance with project costing.
- Participate in the development and evolution of SLOs and SLAs.
- Provide technical input and work cooperatively with other departments to coordinate support and escalation.
- Develop and deliver presentations/training to both customers and internal stakeholders.
- Organize weekly cross-functional meetings to assign, prioritize, and advance projects to completion.
- Provide regular updates to the Sales Manager on projects, progress, and billing.
- Initiate, develop, and improve best practices for WB.

What you'll bring to the team:
- Minimum Grade 12 education or equivalent.
- Minimum one technical certification (or working towards), such as Microsoft MCSE, Cisco CCNA/CCDP, etc.
- 2-3 years experience in data services field including hands-on Internet and networking experience and phone support experience.
- Excellent understanding of the technical fundamentals of the internet and internet protocols.
- Knowledge of Windows 10 and 11 desktop support issues.
- Knowledge of DNS, TCP/IP and other networking concepts.
- Strong interpersonal and communication skills (both written and oral).
- Must have a valid driver's license and the ability to travel.
- Must be available for emergency services.

*A combination of education and experience relevant to the role will be considered

DEADLINE FOR APPLICATIONS: This position is open until filled.

Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

As an equal-opportunity employer, we encourage applications from all qualified individuals. 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 start your exciting career journey with us!

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