

Security Technician

As a Security Technician, you will be the voice of Feenics to the customer and occasionally the end user. This role requires interpersonal skills and technical knowledge.

Some tasks you may be involved in include:

- Working with customers to identify problems and advising on the solution
- Logging and keeping records of customer queries
- Analysing call logs so you can spot common trends and underlying problems
- Updating self-help documents so customers can try to fix problems themselves
- Installing software on servers/appliances for new orders
- Testing returned equipment to identify issues
- Support the roll out of new products and features.

Opportunities

Feenics is a dynamic company growing quickly within the Access Control market. We are seeking an experienced technician looking to expand their skillset. Working at Feenics offers a unique opportunity to grow and directly impact the changing security market.

Required skills

Interested individuals must be willing to work in a changing environment with a growing product line. New features and updates are released monthly and will require the ability adapt quickly and disperse that information reliable to customers.

- Experience with Access Control hardware, preferably installation is a plus
- Strong written and oral communication skills
- Ability to deal with difficult callers
- Ability to prioritise and manage multiple open cases at one time
- Rapidly establish working relationships with customers
- Logical thinker
- Good analytical and problem-solving skills
- Up-to-date technical knowledge of Mercury Hardware and Network structure
- An in depth understanding of access control software and programming
- Good interpersonal and customer care skills
- Excellent records keeping skills

Beneficial skills

While these skills are not required, possessing these additional skills will provide a benefit within this role.

- Familiarity Security Integration industry
- Microsoft Word and Excel familiarity
- Previous Tech Support experience
- Demonstrated ability to learn new technologies quickly
- Extensive familiarity with Windows Operating System
- Familiarity with French
- 2-year degree in computer programming or other technically related field.

Hours and environment

As technical support, you will be expected to work 40 hours a week, in-office, with set hours from 8:30 AM to 5 PM EST. Job might require successful candidate to be on-call.

It's a desk-based job and you'll spend most of your day on the phone or emailing customers. Other tasks will involve working in a lab environment to test returned hardware for faults.

JOB DESCRIPTION



Carina Szczygiel

Director of Administration



301-2310 St. Laurent Blvd, Ottawa, ON. K1G 5H9

Tel: 1-613-520-2455, 1-855-333-6427 (Toll Free)

Carina.Szczygiel@feenics.com