

## **Hardware Technical Support Specialist I**

**GlobeStar Systems** is a leader in integrated clinical communication. Our cornerstone product, Connexall®, is an award-winning Enterprise grade IoT (Internet of Things) platform, purpose built for the healthcare industry. Connexall® is a sophisticated and customizable end-to-end integration and communication platform that helps its customers improve clinical workflow, reduce alarm fatigue, and drive better patient and staff outcomes.

**Job Title:** Hardware Technical Support Specialist I

Type: Full Time  
Start Date: Immediately  
Location: Hybrid— General Toronto Area (GTA), ON  
Shift Assignment: Regular Shift Rotation (Business Hours Shift + Day and Night 12 Hour Shifts) after Onboarding Process

### **Job Description**

Reporting to the Team Lead of Technical Support and Customer Experience, the Hardware Technical Support Specialist I is a primary technical resource for our customers, with a focus on the Connexall Managed Services (CARE+) accounts and associated turn-key solutions enabled with provided hardware. The successful candidate will have a keen interest in innovative and creative uses of technology, a proven aptitude for troubleshooting complex solutions, and a commitment to ensuring customer satisfaction. They will be responsible for opening, reviewing, responding to, and resolving all incoming customer service issues and requests.

Additionally, they should be hands-on, proactive, and able to function in a highly independent manner.

### **Primary Responsibilities:**

- Actively pick up tickets received from customers or open tickets on behalf of customers, identify customer issues, troubleshoot issues, engage internal and external stakeholders (sales, resellers, technical teams, and innovation and development team) where required, resolve or escalate the issue, document issue, follow up with the customer to ensure no further issues, and close ticket;
  - Install, configure, and troubleshoot Connexall system design;
  - Engage in customer support, including application troubleshooting and problem resolution;
  - Cooperate closely with many diverse groups, including internal sales team, technical, innovation and development team, and customers, both technical and non-technical;
  - Follow up with escalations to other internal groups on customer issues;
  - Utilize exceptional interpersonal skills and a strong customer service orientation by focusing on rapport-building, listening, and customer interviewing skills to keep customers calm and resolve issues effectively and efficiently;

- Provide phone and email support to resellers and customers to resolve software problems;
- Maintain detailed documentation on all customer interactions and product issues using designated tracking tools, per company ISO policies and procedures (Visio, Excel, Word, etc.);
- Conduct Connexall Remote System Audits and Health Checks of customer systems;
- Assist the Solutions Delivery Team with implementing Connexall software and workflow configuration changes for customers;
- Assist Solutions Delivery Team with configuration and implementation of hardware devices associated with the Connexall Managed Services solutions, including:
  - SpectraLink Wi-Fi phone system hardware and devices;
  - Inovonics EchoStream Wireless hardware and devices;
  - Other products as necessary;
- Provide SpectraLink Wi-Fi and DECT solutions Tier I support;
- Provide Inovonics EchoStream solutions Tier I support;
- Escalate SpectraLink and Inovonics related tickets to Tier II/III vendor support team;
- Track and document hours worked;
- Ensure remote access to the customer site is set up and enabled as per company policy;
- Successfully complete all assigned training courses and related training tasks;
- Other duties as required;

## Qualifications:

- Bachelor's Degree or Diploma in Computer Science, Engineering, or related field required;
- Experience in delivering customer service via call centre telecommunications preferred;
- Experience with help desk or customer service in software support preferred;
- Experience in the Healthcare industry is an asset;
- Must have advanced knowledge of Windows Platform;
- Must have knowledge of Windows Networking;
- Must have knowledge of telephony communication systems;
  - Knowledge of SpectraLink Telephony systems is a plus;
  - Technical skills to troubleshoot and resolve questions/issues with SpectraLink VOIP systems/devices is a plus;
- Knowledge of Inovonics EchoStream products is a plus;
  - Technical skills to troubleshoot and resolve questions/issues with Inovonics EchoStream systems/devices is a plus;
- Must be able to analyze application designs and concepts (e.g. computer infrastructure, networking);
- Demonstrated experience installing applications on windows-based environment;
- Strong knowledge of troubleshooting and software troubleshooting is required;
- Understanding of how computers communicate to each other, and how they connect different protocols used for communicating and sharing data;
- Knowledge of healthcare systems is an asset;
- Must have intermediate knowledge of TCP/IP and WIFI networking;
- Must have basic serial communications knowledge;

- Experience in remote VPN support;
- Some knowledge of SQL server/database queries;
- Basic knowledge of communication protocols (e.g. TAP, HL7, SIP);
- Exceptional communication and interpersonal skills, and a strong customer service orientation with a focus on rapport-building, listening and customer interviewing skills;
- Ability to take initiative and be intuitive and anticipatory;
- Must be able to learn new systems quickly;
- Ability to work independently and within a team environment;
- Able to articulate technology and product positioning to both business and technical users;
- Work on pre-defined shifts including nights and weekends;
- Travel as required (average 30%) – must be able to travel to Portugal, Canada and the United States;

## **Benefits:**

- Career development growth opportunities;
- Competitive annual salary;
- A rich benefits package, including medical, dental, life, and long-term disability insurance;
- Discretionary Performance Bonus Program;
- Paid Vacation;
- Education Reimbursement Program;
- Sales and Technical Training Certifications on the applicable hardware products;
- RRSP matching program;