Technical Support Agent - Casual (Brandon, MB)

Description

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.
- 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 members in resolving phone, internet, and cable television related issues/problems.
- Respond to members inquiries from multiple sources, such as support chat, social media, email, telephone, as well as face to face.
- Create and update documentation for every member interaction.
- Provide an exceptional internal and external member experience.
- Coordinate tasks and maintain effective communication with other departments.

Closing Date

December 18, 2026

Categories

Rural Opportunities

Employer

Westman Communications Group

Location

Rural

Address

1906 Park Avenue
Brandon, R7B0R9

Job Type

Part-time

Education Level

Other

- Ensure the Key Performance Indicators directed at member experience are achieved.
- Follow troubleshooting steps to resolve issues; escalating to appropriate internal contact as needed. Tier 2 support, technicians, or the Manager when necessary.
- Prepare replacement equipment for customer pickup, as necessary.
- Maintain knowledge of Westman services and hardware to efficiently resolve member issues.

Qualification

What you'll bring to the team:

- Minimum of one-year of post-secondary education from a two-year diploma program or a degree in computer, electronic technology, or a related field.
- Minimum 1-year experience in problem solving & troubleshooting, documenting, and member service (both over the phone and face-to-face).
- Strong interpersonal and communication skills (written, verbal, in-person and over the phone)
- Proficient with use of Windows & Microsoft 365 (SharePoint, Outlook, Excel, etc.).
- Must have strong typing skills and be adaptable to new technology applications.
- Must be willing and able to work flexible hours and shifts (days, evenings, weekends).
  *A combination of experience, education, or self-study may be considered.