



Vigil (part of ASSA ABLOY Global Solutions Senior Care) is dedicated to improving seniors' quality of life through creative technology. We develop, manufacture and sell sophisticated electronic locking, resident monitoring and emergency call technologies throughout North America. Ours is a fast-paced environment where hard work, initiative, teamwork and flexibility are prized, and we are looking for a like minded individual to fill a key role in our Company. We have a collaborative, open door culture based on trust where new ideas are welcome.

If you have a strong work ethic and are looking to make a difference and feel appreciated, we would invite you to join our team.

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Here are the specifics about the job:

**Job Title:** Technical Support Analyst

**Location:** TBD (In Office, Hybrid or Remote eligible)

(Electronic Access Control Specialist)

**Reporting To:** Manager, Technical Services

**Travel:** Limited (but passport required)

**Description:**

The Technical Support Analyst position works with customers via inbound calls, outbound calls, or online. This role will lead with expertise in electronic access control, notably around the VingCard electronic locking solutions but also provide support for the Vigil Integrated Care Management System.

**Education, Training and Other Requirements:**

- Undergraduate degree or technical diploma preferable
- Customer service training an asset

**Experience:**

- Experience working with VingCard or similar electronic locking technologies essential
- Experience working with technology in a Windows (W7, W10, W11) based environment
- Experience working in a technology-based call support environment or providing customer facing technology installation or support services an asset
- Install, repair, and maintain PCs
- Microsoft 365 (Teams, Outlook, Office).
- Experience with Linux is an asset.



- Experience with Salesforce CRM is an asset.

#### **Skills/Competencies:**

- Demonstrated excellence in customer service or client interactions
- Demonstrate patience in all customer contact situations, including maintaining a pleasant and professional tone and manner
- Excellent communications skills both written and verbal
- Highly organized with excellent time management skills and multi-tasking abilities including the ability to be flexible and adapt to changes quickly
- Flexible and adaptable with a strong desire for success
- Strong aptitude toward technology and an ability to learn quickly including strong computer navigation skills and PC Knowledge
- Dependable with strong attention to detail
- Ability to work as a team member, as well as independently

#### **Responsibilities:**

- Provide a positive customer experience to all clients via phone and remote access by working efficiently and courteously towards the resolution of all user queries, concerns and problems.
- Record/Log all calls, problem and solutions in the company customer resource management system in both a timely and accurate manner.
- Develop and maintain superior knowledge of Vigil technology and services
- Participate in proactive projects designed to improve customer satisfaction and business performance
- Provide product support to Project Managers/coordinators and trainers as needed.
- Manage, where appropriate, remote software upgrades for clients
- Offer additional products and/or services
- Assist with the full set up of Vigil PCs before they are shipped to clients.
- Troubleshooting of installed systems at customer sites throughout North America
- Assist with project commissioning throughout North America when required
- Operation of electronic analysis equipment such as digital multi-meters and proprietary test equipment
- Capability to assist with after hours support when scheduled.
- Participation in Quality Assurance Programs
- Conduct all work-related activities in a professional and knowledgeable manner.
- Other duties as assigned



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