



**NetSet Communications – A Division of Xplornet Communications Inc.**

**Customer Service Representative – Technical Member Support**

**Job Summary**

Connecting over 500 Manitoba Communities and rural Municipalities to the world, NetSet Communications is a company built on a foundation of rural roots. We are dependable, consistent and committed to providing our members the best service and experience.

We are looking to add Technical Support Team Members to our team. The successful candidate will become part of a fast paced and dynamic team environment to provide our clients with the highest possible level of service.

**Responsibilities**

- Monitoring and troubleshooting of NetSet equipment
- Router configuration and maintenance
- Assist Residential Installers with activation of equipment at the time of install and service calls
- Technical support consultations in office
- Provide exceptional customer service

**Qualifications**

- Must be able to work shift work and be available to work all shifts
- Willingness to learn and grow in a team environment
- Superior Oral and written communications skills
- Ability to learn new programs and be ready for changing processes
- Ability to maintain customer service confidentiality
- Customer service experience is an asset
- Experience or schooling pertaining to networking or wireless network systems



A Division of Xplornet Communications Inc.



Residential Packages



Small Business Packages



Enterprise Solutions

*If you feel that this position is for you, please forward your cover letter and resume to the address below, clearly stating how you meet these requirements. This position is based out of Brandon, MB. Salary and benefits to be commensurate with education and experience.*

**NetSet Communications  
5 Granite Road  
Brandon, Manitoba  
R7A 7V2  
careers@netset1.ca**

*NetSet Communications is one of Canada's largest Wireless Broadband private Internet Service Providers, well known for professionalism, integrity, and great service.*

*By joining us, you will become part of a fast pace and dedicated team that works together to provide our clients with the highest possible level of service.*

*As a member of the team we would ask for your commitment to deliver outstanding quality and results that exceed client expectations. In return, we are committed to providing you with every opportunity to learn and grow to the highest level of your ability and potential.*

