

Technical Customer Support Representative	Toronto, Canada
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Role

This position is responsible for providing timely and effective responses to assigned customer (internal and external) account issues and queries by obtaining information from and coordinating the efforts of technical experts and division staff. The CSR work week consists of staggered shifts on a 24/7 basis. This position also requires occasional on-call availability to provide assistance as needed.

Responsibilities

- Respond promptly and accurately to queries from assigned customer base. Consult with internal subject matter experts to obtain information on how best to respond to particularly complex customer service issues. Provide customers with information required and recommend practical solutions. Follow up routinely and proactively with customers to ensure Optech products and services meet or exceed their expectations
- Record and log each customer interaction by inputting and tracking all communications, problems and requests on database. Process, analyze and interpret ALTM data by applying standard techniques.
- Operate Optech's custom data processing software. Enter system-specific and survey-specific information into databases. Operate software and peripheral equipment to prepare images, graphic and alphanumeric reports, maps and charts. Run analysis and visualization programs for display and inspection of survey data. Process, analyze and interpret data in support of ALTM production requirements. Configure databases.
- Perform digital data processing and image processing. Perform GPS post-processing.
- Assist in the QA/QC of data sets under the supervision of more senior personnel. Ascertain the quality of input data by analyzing and interpreting outputs. Use software packages such as TerraModel, MapInfo, and TerraScan.
- Perform data entry and editing activities and maintenance operations to systems following pre-determined calibration procedures.
- Derive ALTM and digital camera calibration parameters, and prepare calibration reports.
- Assist in manual preparation. Document procedures to interpret processed data and system performance.
- Follow up routinely and proactively with assigned customers to ensure Optech products and services provided meet or exceed their expectations.

Qualifications

- University degree in Mathematics or GIS, or completion of 2-3-year college program in cartography, photogrammetry, aerial survey, remote sensing, geographic information system or combination of these disciplines
- Knowledge of GPS, and GIS software proficiency
- Strong math skills are critical



Job Posting

- Programming experience
- 1 - 3 years experience in relevant GIS or survey related work; spatial data analysis a definite advantage
- Excellent interpersonal/customer relations. Experience in delivering customer support services.
- Ability to constantly adapt to new tools, techniques and technologies for data processing and analysis.
- Excellent organization, verbal and written communication skills. Ability to work as a member of a team as well as independently.
- Ability to work under pressure and changing schedules to meet urgent, tight deadlines.

If you are interested in applying for a position, please send your resumé to resume@optech.com