



| CAREER OPPORTUNITY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| Title:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Technical Specialist - Computer Science/Networking |
| Department:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Customer Service - Installation and Support        |
| Sector:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Telecommunications                                 |
| Type of Position:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Permanent                                          |
| Location:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Quebec, Region of Montreal, Longueuil              |
| COMPANY PROFILE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                    |
| <p>Radio IP is a Montreal-based company specializing in the design, sale, installation, and technical support of VPN wireless connectivity solutions for the public service and emergency response market as well as corporate clients.</p>                                                                                                                                                                                                                                                                                                                                                                   |                                                    |
| JOB DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                    |
| <p>Radio IP Software is actively searching for a Technical Specialist for the Customer Service department. Responsibilities include supporting and installing Radio IP products remotely and on site. Candidates must be able to travel to foreign countries, sometimes on short notice. The ideal candidate has a background in computer science, networking and customer service.</p>                                                                                                                                                                                                                       |                                                    |
| RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                    |
| <ul style="list-style-type: none"><li>• Installation of Radio IP Software products</li><li>• Effectively manage incoming support requests from customers</li><li>• Ability to work within a group dynamic to resolve support requests</li><li>• Effectively communicate pertinent information about projects and support issues</li><li>• Document support requests, efforts and results in tracking system</li><li>• Analyze the network configuration and software installed at client sites when necessary</li><li>• Create installation, technical reports and papers and update Knowledge Base</li></ul> |                                                    |

## REQUIRED COMPETENCIES AND QUALIFICATIONS

### Requirements

- Degree in Computer Science, Networking or equivalent in training and experience
- Experience in Networking
- Experience in Customer Service
- Knowledge of TCP/IP protocol, routing and wireless networking
- Knowledge of cellular network
- Basic knowledge of Windows 2003 and Windows 2008 server platforms and Windows XP and Windows 7 operating systems
- Bilingual (French and English)
- Able to travel frequently (25% to 50% of the time), sometimes on short notice

### Assets

- Network certification CCNA, A+, Microsoft Networking, MCP (Microsoft Certified Professional), MCSA (Microsoft Certified System Administrator), ...
- Knowledge of private radio networks

### Profile

- Focused on customers
- Outstanding customer service aptitude
- Analytical skills
- Ability to listen effectively
- Excellent communication skills (oral and written)
- Sense of initiative, strong interpersonal skills, motivation
- Flexibility, team spirit and positive attitude
- Ability to work in a fast-paced environment

Please send your résumé to Radio IP Software's Human Resources Department.

By email: [careers@radio-ip.com](mailto:careers@radio-ip.com) (reference the position title in the subject line)

Agency Notification: At this time, Radio IP Software is not accepting unsolicited résumés from outside agencies. Any unsolicited résumés are considered the property of Radio IP Software.

<http://www.radio-ip.com/index.php>