

LEARNING LIBRARY.com



Learning Library wins inaugural WOW! Award and Silver Award for external Elearning program at 2007 CSTD Awards.

TECHNICAL SUPPORT

Date: Current 2007/2008

Learning Library is a dynamic leader in education management and publishing solutions utilizing web based technology since 1998. LLI has provided proprietary solutions to customers globally since 1998 and specializes in compliance based education for many industries.

This individual will provide student support for online courses and software applications. Support includes operating system support, desktop application support and our end product support. Must be motivated, knowledgeable and a team player. Excellent organizational skills, communication skills, and a professional demeanor required. Strong technical knowledge and the ability to work flexible hours with minimal supervision required. A positive personal and professional attitude towards customer service is essential. Training will be provided.

Duties and Responsibilities

- Answer technical support calls from mostly US clients accessing our online courses
- Help users with technical difficulties - implement procedures and policies while performing your job

You must have the following attributes to qualify:

- Experience with and aptitude for customer service
- Experience in communicating with end users
- Strong oral/written communication skills.
- Ability to work on your own and without supervision
- Strong computer skills: proficiency in PC/Windows, MS Word, Excel, Microsoft Project, Adobe PDF Writer and Outlook. Experience with other applications such as Flash, Access and HTML would be valued.
- Team player; enthusiastic and focused on results
- Strong multi-tasking skills
- Detail oriented

Nice to have:

- Bilingual (English/French) and/or knowledge of Spanish preferred

Salary:

- Full time and part time positions available
- Varied however average is \$30,000.00 plus health and dental benefits after probation period

Interested parties should forward CV to careers@learninglibrary.com. Only short-listed candidates will be contacted, no phone calls, please. You will be required to complete several tests before you will be asked to interview personally.

careers@learninglibrary.com

Toronto: 56 The Esplanade, Ste 211, Toronto, ON M5E1A7

Ottawa: 6 Deakin Street, Suite B, Ottawa, ON K2E1B3

Chicago: 430 N. Michigan Ave., Chicago, IL, 60611-4087

www.learninglibrary.com

Learning Library is a leading provider of education management and publishing solutions utilizing web-based technology serving international markets since 1998.