Information Technology — Contact Centre Sales Agent

An information technology — contact centre sales agent maintains a contact centre environment, communicates, provides customer service, provides sales and service, creates and maintains documentation, supports others, plans for personal development and maintains privacy and security.

Do you like working with computers and the latest technology? Do you like problem solving? Do you have strong verbal and written communication skills in both French and English? Do you have the stamina to sit at your workstation for hours? Are you flexible when it comes to your work schedule?

MOST IMPORTANT ESSENTIAL SKILLS
- attention to detail
- communication skills
- problem solving
- teamwork

POTENTIAL EARNINGS
Hourly wage
from $17.20 to $31.25

Annual salary
from $32,272 to $60,937

Make up to 100K during your apprenticeship

CAREER OPPORTUNITIES
You could work:
- for technology services companies
- in computer stores
- at all levels of governments
- for manufacturers
- for major retail chains
- for the military
- at a bank
- in an educational institution
or one day have your OWN business!

Other related trades:
- Information technology — contact centre technical support agent (634A)
- Information technology — hardware technician (634B)
- Information technology — network technician (634C)

IMPORTANT DETAILS
- **CODE 634D**
- Non-compulsory trade
- 3,820 hours on the job + 180 hours of in-school training (levels 1, 2)
- Total of 4,000 hours (approximately one to two years)
- No certifying exam

To become an information technology — contact centre sales agent, you could participate in an apprenticeship.

Start your apprenticeship now with OYAP!

Check out the specialized programs in your high school to explore the trades!

Let OYAP be your helping hand!

Visit Skilled Trades Ontario for more information.

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APPRENTICESHIP PROGRAM