SERVICE

Information Technology — Contact Centre Technical Support Agent

An information technology — contact centre technical support agent maintains a contact centre environment; communicates; provides customer service; creates and maintains documentation; supports others and plans for personal development; maintains privacy and security; installs microcomputer operating systems and components; configures, services and replaces microcomputer systems and components and uses troubleshooting strategies.

Do you have strong verbal and written communication skills in both French and English? Do you have excellent organizational and time-management skills? Do you have basic computer skills? Have you performed diagnostics and technical support before? Are you able to stand or sit for long periods of time? 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 $19.00 to $49.35

Annual salary
from $37,050 to $96,232

Make up to 100K during your apprenticeship

CAREER OPPORTUNITIES

You could work for:

- computer hardware manufacturers and retailers
- software developers
- call centres
- information technology units throughout the public and private sectors
- independent technical support companies

or one day have your OWN business!

Other related trades:

- Information technology — hardware technician (634B)
- Information technology — network technician (634C)
- Information technology — contact centre customer service agent (634E)

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

Start your apprenticeship now with OYAP!

IMPORTANT DETAILS

- **CODE 634A**
- Non-compulsory trade
- 3,730 hours on the job + 270 hours of in-school training (levels 1, 2)
- Total of 4,000 hours (approximately one to two years)
- No certifying exam

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