



WE ARE HIRING!

Technical Support
Specialist for VIROO
(remote & Onsite)
(Toronto, GTA, Hamilton
Area).



WE ARE VIRTUALWARE

Experts in Virtual Reality.

We are devoted craftspeople mastering Virtual Reality since 2004.

We are a technology company pushing the boundaries of immersive technology. We are focused on Virtual Reality, as we believe in its potential to move society forward and change the world.

That is why we help companies and institutions create a sustainable future by solving real-world problems with the power of Virtual Reality.





WHO ARE WE LOOKING FOR?

We are looking for a person with technical profile, to give full time remote and onsite service to our VIROO immersive rooms clients and commercial partners in Canada and the USA (installation, deployment, set-up and maintenance operations) .

The ideal candidate we are searching for should:

- Live in Toronto, GTA, Hamilton or nearby region.
- Have a Bachelor's/Master's degree in Computer Science (IT Systems).
- Have 2 years of previous proven IT support experience working with end-users in a Help Desk environment (Level 1/2 support to onsite and remote users).
- Strong communication skills in English (written and verbal).
- Willingness to travel when necessary for certain projects.



WHO ARE WE LOOKING FOR?

The appropriate candidate must also embody our core Values (Innovation, Trust and Sustainability) and work culture, so it is important to know that you should have :

- Excellent organizational and stress management skills
- Excellent troubleshooting abilities
- Error tolerance

Also, you should be:

- A strong team player, working -both collaboratively and independently- in a fast-paced environment.
- Able to deliver a positive service experience.
- Able to keep commitments (deadlines)
- Able to contribute to your team by effectively sharing new ideas on how to improve performance quality along with the ability to act on them.
- Detailed-oriented, passionate about supporting customers, and open to learning new technologies and services to improve yourself professionally.



DUTIES & RESPONSIBILITIES.

The day-to-day duties and responsibilities are:

- As a member of our Canadian team, you will be supported and supervised by our Canadian Office Manager. As part of our Service and Technical team, you will respond to the correspondent managers based out of headquarters (Bilbao, Spain).
- To support, attend and solve incidences, service requests, and queries from clients and commercial partners (Prioritizing, analyzing, reviewing, and resolving them). (remote)
- To document incidences in the company's systems (remote).
- To manage issues according to process/procedure (remote).
- To support the updating and management of technical documentation for clients and commercial partners (in English) (remote).
- To participate in meetings and other initiatives to improve service delivery (remote).
- To support the installation, deployment, and set-up operations of Virtualware's immersive rooms (VIROO) in Canada and the USA (onsite).
- To develop good relationships with clients, service, technical, and management teams with an overall goal of improving remote and onsite support service and client satisfaction (remote and onsite).



REQUIREMENTS.

The position requires:

- A Bachelor's or Master's degree in Computer Science (valuable in IT systems).
- High-quality technical and operational support.
- Familiarity with IT service /virtual desk applications and/or incident management environments.
- Previous experience with Remote Monitoring & Management tools
- Familiarity with DevOps and Networking.
- Excellent communication skills (English)

Desirable:

- Communication skills in Spanish (be open to learning the language in the short-mid term).
- Motivation for contributing to a more sustainable world thanks to VIROO.
- Valid Ontario driver's license.



WHAT WE OFFER.

Immediate incorporation to:

- A leading company, in constant evolution, with international multi-sector clients and diverse projects utilizing immersive technologies (highlighting Virtual Reality).
- A work culture based on trust in people, participation, continuous innovation, and sustainability.
- Good atmosphere, wellbeing policies, work-life balance (flexibility, days to attend technological events, etc.).
- Long-term projection, with a multidisciplinary team with many years of experience.
- Professional and personal development plans to improve skills.
- Annual Salary based on experience and knowledge.
- Indefinite –duration contract (after 6 months of probationary period)



TECHNICAL SUPPORT SPECIALIST FOR VIROO
(REMOTE & ONSITE)
(TORONTO, GTA, HAMINTON AREA)

**We would love
to meet you.**

If you think you could be the person we are looking for,
send us your CV to talent@virtualwareco.com indicating the reference:

TECHSUPPORT_CANADA-01

(No Agencies)

#THEPOWEROFWE

