



## **JOB DESCRIPTION:**

TITLE: Operations Analyst  
DEPT: Operations  
REPORTS TO: Head of Operations  
TERM: Full-time

## **JOB FUNCTION:**

As part of Teldio's Operations team, the candidate's role will be focused on supporting customers and improving our support offerings. The candidate will also be involved in receiving orders from the sales department, and building & shipping product. The candidate should have experience working in a customer facing role as well as superior troubleshooting abilities. A strong technical background including testing activities would be a definite asset. A desire to be challenged, adapt quickly, learn new technologies, and work hard as the company continues to grow is essential.

### **Duties & Responsibilities:**

- Interface with customers on support issues
- Interface with Teldio's engineering team on escalated issues, changes to products, etc.
- Continuously improve operational and support processes, documentation, etc.
- Process customer orders
- Build, verify, and ship products to customers
- Travel to customer sites for installation and configuration assistance as needed
- Aid with other tasks within the company as needed

### **Qualifications:**

- 2+ years in a Customer/Technical Support role
- Understanding of telecommunications in general and PBXs in particular
- Knowledge in the area of networking, and technologies such as VOIP
- Sufficient knowledge/experience working with Microsoft operating system(s)
- Excellent communication skills: written & oral
- Creative, positive, and self-motivated
- Capable of working independently and with a team
- Ability to handle multiple projects simultaneously

### **Preferred:**

- Understanding of two-way radios
- Experience with PBXs