

A CAREER BALANCING

WORK LIFE



CUSTOMER SUPPORT ANALYST I

As a customer support analyst I, you will provide first-level incident resolution for our external/internal clients' computer problems; assessing the severity of incidents and re-routing to second-level support staff as appropriate; recording incidents in the problem management database; assisting clients using the drop-in centre; and providing technology training in classrooms and area offices (travel required).

As a qualified candidate, you possess the following qualifications, skills, and experience:

- Excellent customer service, phone, and problem-solving skills
- Working knowledge of MS Office and help-desk systems/processes
- General knowledge of IBM Mainframe environments, change management, LAN and WAN concepts, systems and administration
- Previous help desk/call centre experience preferred, as is experience with call/problem management systems

Balance and wellness. As a leader in promoting healthy and safe workplaces, WorkSafeBC believes the health and wellness of our employees depends on a solid work-life balance. As a member of our staff, you'll have access to services that can help you get the most out of work... and life.

- **Health and fitness:** We offer many ways for you to keep healthy and fit. Our Richmond office includes a fitness program offering equipment and classes, and staff outside Richmond is reimbursed the cost of gym memberships.
- **Self-funded leave:** Contribute 20 percent of your salary annually for four years, then take the fifth year off and use your accumulated funds.
- **Earned Time Off:** Start with three weeks vacation, plus the ability to add another 13 days off.
- **Care and nurturing:** Take leave in one or more periods to a maximum of five years for the care and nurturing of your children.

More information on this position and how to apply is available at www.worksafebc.com/careers.

OPPORTUNITIES AT **worksafebc.com**

WORK SAFE BC

WORKING TO MAKE A DIFFERENCE