

CyberNB | CIPnet invites applications for the position of:

Client Support Specialist

Job Type: Full-time, permanent

Salary range: \$35,000 - \$45,000

Application deadline: Friday, November 26th, 2021

Canada's preeminent cybersecurity organization – a collaborative, steadfast and objective non-profit – is looking for that individual with a passion for details and interest in project management. As we grow as an organization, CyberNB is expanding its project portfolio significantly and is working with an extensive network of partners and collaborators in business, government, and academia.

Reporting to the Director of the Trust and Compliance, the Client Support Specialist will provide front end support for clients of our online governance portal offerings. This will include account management, general support request and product demonstrations.

As a Client Support Specialist, you will be responsible for:

- Provide front-line product support and response to client inquiries.
- Help with product demos.
- Promote positive and professional client experiences.
- Assist clients with troubleshooting and resolving issues.
- Perform administration of online customer portal.
- Collaborate with other support members, teams, managers, or vendors as deemed necessary.
- Maintain up-to-date knowledge and understanding of CyberSecure Canada processes, products, services, and relevant legal, regulatory, and technology requirements.
- Help drive adoption and renewal of cybersecurity offerings.
- Maintain the confidentiality of both client and CyberNB information, and ensure compliance with Policies, Procedures, and Acts.
- Multi-task in a fast-paced environment with multiple priorities, projects, and deadlines, and any other related duties as assigned.

Requirements:

- You have a minimum of one (1) year of experience in a Contact Centre or in technical and operational support (help desk).
- You have a college diploma in the Information Technology field or an associated field of study.
- **An equivalent combination of education, training, and experience may be considered. **
- Written and spoken competence in English.

Nice to have but not required:

- Written and spoken competence in French
- Experience and knowledge in cybersecurity certification frameworks, such as CyberSecure Canada, and CMMC.
- Experience and knowledge in cybersecurity best practices.

We offer:

- Flexible work environment
- Benefits
- Four weeks flexible vacation

To apply:

Send us a cover letter telling us how you meet the expectations of this role and what makes you stand out from the rest, as well as a resume/CV to info@cybernb.ca.