



## Technical Support Representative

The representative will perform troubleshooting and problem resolution tasks to end users and interface with our US support team resulting in exceptional customer satisfaction. Calls will entail application engineering, custom configuration, testing and troubleshooting, order management and facilitation of replacement/repair.

Burnsley Technologies Limited is not a mega-company, where your relationship with your colleagues is strictly via email or just across the conference table. We are a company where we encourage your personal development. It's a company where we talk about current events with management and explore new opportunities together. It's a place where each person really matters, where you can make a real difference, and where we value a good work ethic.

### **Our new team member must have:**

- Engineering or Science Degree.
- 1 years' experience in a technical support call centre.
- Excellent telephone skills.
- Proven ability to diagnose and troubleshoot hardware/system level failures.
- Understanding of basic web page technology (HTML coding, FTP, etc.)
- The curiosity and drive to resolve any puzzle that comes their way.

### **Preferred but not required:**

- Background in fleet vehicle safety management programs.
- Experience in coding with VB, VBA, C++ and implementing Dlls.
- Familiarity with database structures including sequential, binary, SQL, MySQL, Oracle and Access.

Burnsley Technologies is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, religion, sex, national origin, or disability.

Please apply by sending your Curriculum Vitae (CV) and Cover Letter (CL) to [business@burnsleytechnologies.com](mailto:business@burnsleytechnologies.com).

It is important that you name the documents using the following format;

“CV-Candidate Name-Position”

“CL-Candidate Name-Position”

Example –

“CV-Oluwadare-TechnicalSupportRep”

“CL-Oluwadare-TechnicalSupportRep”



## **Administrative Assistant**

Burnsley Technologies, a provider of vehicle monitors, currently has an opportunity for an Excel savvy Administrative Assistant. BurnsleyTech offers a competitive salary with a friendly work environment. We are located on Tombia Road with easy access to Ikwerre Road and Genesis Deluxe Cinema.

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### **Job Duties:**

- Run monthly reports & metrics
- Process Billing
- Follow-up with customers
- Provide administrative support
- Any other duties assigned by supervisor

### **Requirements/Qualifications**

- Degree in Economics or related field
- NYSC Certificate
- Minimum 1 – 2year experience in administrative/billing.
- Proficient in MS Office suite, Email, Internet. Proficient in MS Excel at an intermediary levelled experience a must.
- Enterprise Resource Planning (ERP) systems experience a plus.
- Requires strong communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to work with confidential documents.
- Ability to manage multiple tasks and achieve deadlines under pressure.

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