

EMPLOYMENT OPPORTUNITY

INTERNSHIP (1 YEAR CONTRACT)

JOB DESCRIPTION – Technical Support Intern

This 1-year intern will work closely to support our clients and technical managers. This intern will communicate with clients, assist in development framework, take support calls, support onboarding and training, and troubleshoot our software. The ideal candidate will have a strong knowledge of aviation and a background or proven interest in digital technology.

Key Responsibilities:

- Take support calls and/or assist Technical Managers with clients
- Troubleshoot software issues and identify bugs or improvements
- Work closely with technical managers assisting them with the onboard and support of clients
- Document, communicate, and help resolve any client concerns
- Follow up with clients for feedback and monitor client satisfaction
- Help drive the plans for ongoing product development

Skills:

Candidates that will be considered are:

- Strong communicators across multiple platforms
- Comfortable with cloud computing and new technology
- Organized and able to prepare short reports
- Well versed in aviation procedures and terminology
- Able to work well with a team

Internship Eligibility Criteria:

This intern must hold a college diploma or university degree in aviation, business, technology or a related field. Background or qualifications in aviation considered a major asset. Successful candidates must also:

- be unemployed or underemployed;
- be under the age of 30;
- have graduated within the last three years with a degree/diploma from an accredited college/university;
- have not been previously employed under a FedNor Youth Internship funding agreement, or other federal or provincial internship with pay for a period of six (6) months or more;
- be legally entitled to work in Canada; and
- have reliable transportation.

Salary:

\$34,394.88 This full-time position is partially funded by FedNor's Northern Ontario Development Program.

Submit application via email by **4:00pm May 8, 2018.**

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We would like to thank applicants for their interest; however only those considered for an interview will be contacted.

This Project is Proudly Supported by:

