

SERVICE



Information Technology — Contact Centre Customer Service Agent

An information technology — contact centre customer service agent demonstrates competency in maintaining a contact centre environment, communicating, providing customer service, creating and maintaining documentation, supporting others and planning for personal development and maintaining privacy and security.

Do you like working with computers and the latest technology? Do you like problem solving and learning new things? Do you have strong verbal and written communication skills in both French and English? Do you have the stamina to sit at your workstation for hours? Are you flexible when it comes to your work schedule?



MOST IMPORTANT ESSENTIAL SKILLS

- attention to detail
- communication skills
- problem solving
- teamwork



CAREER OPPORTUNITIES

You could work:

- for technology service companies
 - in computer stores
 - at all levels of governments
 - for manufacturers
 - for major retail chains
 - for the military
 - at a bank
 - in an educational institution
- or one day have your OWN business!

Other related trades:

- Information technology — contact centre technical support agent (634A)
- Information technology — hardware technician (634B)
- Information technology — network technician (634C)
- Information technology — contact centre sales agent (634D)



IMPORTANT DETAILS

- **CODE 634E**
- Non-compulsory trade
- 3,820 hours on the job + 180 hours of in-school training (levels 1, 2)
- Total of 4,000 hours (approximately one to two years)
- No certifying exam



POTENTIAL EARNINGS

Hourly wage

minimum wage to \$31.25

Annual salary

from \$32,272 to \$60,937

Make up to 100K during your apprenticeship



To become an information technology — contact centre customer service agent, you could participate in an apprenticeship.

Start your apprenticeship now with OYAP!

Check out the specialized programs in your high school to explore the trades!

Let OYAP be your helping hand!

Visit [Skilled Trades Ontario](https://www.skilledtradesontario.ca) for more information.