

Job Description

Position Title: Technical Support Specialist	
Department: Customer Service	Reports to: Customer Service Mgr
Revision Date: 2/1/2020	FLSA Status: Non-exempt

Position Overview

Helps external and internal customers troubleshoot and resolve technical issues related to company supported products and services. Sells and promotes products and services while working with new and existing customers.

Essential Job Functions

- Provides technical support to internal and external customers. Gathers relevant information, diagnoses issue, troubleshoots, resolves problems and completes record keeping.
- Identifies issues, trends, patterns to prevent similar issues from occurring in future.
- Researches technical issues to determine or recommend solutions.
- Records customer reported incident, coordinates resolution, updates related record keeping. Updates customer account information as appropriate.
- Manages trouble resolution process through completion. If required, escalates to appropriate resource for assistance.
- Effectively and efficiently utilizes service delivery platforms.
- Dispatch or assign appropriate resources to efficiently resolve issue. Provides performance feedback to improve or prevent future incidents.
- Contributes, leads, defines, modifies accepted Best Practices, Standard Operating Procedures or methods of improving services and delivery.
- Identifies opportunities to up-sell, cross-sell services to current or prospective customers. Refer complex quotes or transactions to sales representative. Prepares & configures service related equipment for installation or repair.
- Performs all other related duties as assigned by management. ¹

¹ These tasks do not meet the Americans with Disabilities Act of 1990 definition of essential job functions and are usually less than 5% of time spent. However, these tasks still constitute important performance aspects of the job.

Knowledge, Skills, and Abilities

- Knowledge of company policies and procedures.
- Knowledge of computer hardware and software.
- Knowledge of company products and services.
- Knowledge of computer or device operating systems.
- Knowledge of consumer and small business basic PC and network components, such as: modems, routers, bridges, firewalls, storage devices.
- Knowledge of current and future consumer tech products and trends, such as: various end user access devices, scanners, digital cameras, home networking and storage solutions.
- Knowledge of basic, foundational LAN and WAN concepts and functional roles.
- Skill in critical thinking and problem solving.
- Skill in operating various office equipment such as personal computer, copier, printer, fax machine and telephone system.
- Skill in utilizing company office productivity software and related applications
- Skill in problem solving and resolution.
- Ability to communicate with customers, co-workers and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to pay close attention to detail.
- Ability to read and interpret technical documents.

Education and Experience

High school diploma or equivalent. Preference given for Broadband, Information Technology or Networking certifications, study or experience.

Physical Requirements

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with customers and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing:	X			
Fingering/Grasping/Feeling: Must be able to write, type and use phone system.				X

Working Conditions

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.