

**Empire Access
Job Description**

JOB TITLE: Technical Support Representative I

DEPARTMENT: Network Operations

REPORTING LOCATION(S): Prattsburgh, NY

WORK LOCATION(S): Prattsburgh, NY

REPORTS TO: Director, Operations

EXTERNAL RELATIONSHIPS:

Customers, Contractors, Vendors, Carriers, Other technical support centers.

JOB SUMMARY:

Provides technical assistance and support to customers and employees related to networks, hardware, or software. Responds to queries, runs diagnostic programs, isolates problem, and determines and implements solutions.

PRIMARY DUTIES & RESPONSIBILITIES:

1. Deliver service and support to customers and end-users using and operating automated call distribution phone software, via remote connection over the Internet, or in person;
2. Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
3. Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
4. Diagnose and resolve technical hardware and software issues involving telephone service, internet connectivity, IPTV, VOIP, email clients, and more;
5. Research required information using available resources;
6. Follow standard processes and procedures;

7. Prioritize and filter trouble reports to give proper attention to the most pressing matters while ensuring all issues are attended to;
8. Identify and escalate priority issues per Client specifications;
9. Redirect problems to appropriate inside or outside resource when necessary;
10. Accurately process and record call transactions using a computer and designated tracking software;
11. Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
12. Follow up and make scheduled call backs to customers where necessary;
13. Stay current with system information, changes and updates
14. Run diagnostic programs to resolve problems.
15. Organize ideas and communicate oral messages appropriate to listeners and situations;
16. Perform other duties as necessary.

QUALIFICATIONS:

- Knowledge of relevant equipment and software, including but not limited to:
 - Telecom and/or cable delivery networks;
 - Telephones and telephone systems;
 - Modems, routers, and other basic home network equipment;
 - TV set-top devices;
 - MS Windows versions 7 through 10;
 - Microsoft Office
- Knowledge of customer service principles and practices;
- Effective listening skills;
- Proper phone etiquette;
- Ability to speak and write clearly and accurately;
- Demonstrated proficiency in typing and grammar;
- Willingness to co-operate with others and work to the greater good;
- Multi-tasking capabilities;

REQUIRED EDUCATION:

Associate degree from a two-year college or equivalent combination of education and experience.

REQUIRED EXPERIENCE

Two or more years of industry experience.

REQUIRED SKILLS:

- Exemplary Attendance and Punctuality
- Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
- Focuses and guides self and team members in accomplishing work objectives.
- Interacts with others in a way that gives them confidence in one's intentions and those of the organization.
- Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
- Makes customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- Identifies and understands issues, problems, and opportunities; compares data from different sources to draw conclusions; uses effective approaches for choosing a course of action or developing appropriate solutions; and takes action that is consistent with available facts, constraints, and probable consequences.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
- Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
- Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions. Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
- Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.
- Sets high standards of performance for self; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

REQUIRED LICENSURE/CERTIFICATIONS:

Valid Driver's License.

ADDITIONAL PREFERRED QUALIFICATIONS:

Previous training experience. Strong interpersonal communications skills. Ability to work with, Microsoft Office and various email clients.

Desirable Skill Certifications:

- Calix E7 Platform;
- Nokia GPON/NGPON;
- Cisco CCNA;
- Net+, A+, Security+, or related;

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT:

While performing the duties of this job, the employee may be infrequently exposed to outside weather conditions, risk of electrical shock, moving mechanical parts and high, precarious places. The employee is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and vibration. The noise level in the work environment is usually loud.

WEEKEND / CALL REQUIREMENTS:

Nights, weekends and holidays when scheduled or in emergency situations.

CONTACT:

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