

POSITION DESCRIPTION

Title:	Technical Service Representative I	Division:	Technical Support
Reports To:	Technical Service Supervisor	Status:	Non-exempt
		Grade:	1

Position Summary

The Technical Service Representative I works under significant guidance and direction to provide technical and general support for all basic customer inquiries/issues relating to wholesale VOIP or dial-up operations.

Responsibilities

1. Works under guidance from Technical Service Supervisor and Technical Service Representative II for completion of day-to-day support duties; Updating tickets, dealing with customer issues, responding to email requests.
2. Respond to/resolve customer inquiries/issues forwarded through the ticket system, email or phone.
3. Document status of all customer issues in ticket system.
4. Contact underlying carriers or Sales staff as appropriate to resolve customer technical issues.
5. Perform TN testing on TNs reported by customers; LNP TN overflow testing.
6. Assist in resolving mid-level technical issues.
7. Make outbound calls as necessary to obtain clarification from customers on outstanding issues and provide update status of current tickets.
8. Take inbound calls and create trouble tickets based on customer reports.
9. Communicate with vendors to open and update trouble tickets.
10. Participate in and contribute to daily support meetings.
11. Offer support for our internal Back Office portal used by customers.
12. Troubleshoot and document reported defects and submit to development team as necessary.
13. Test, confirm, and report (as necessary) API issues reported by customers.
14. Troubleshoot, test, confirm, and resolve (where possible) for all products/services offered.
15. Perform additional duties as assigned by Operations Manager or Technical Service Supervisor.

Desired Minimum Qualifications

- Associates Degree from a technical school, college or university in Network Administration, or a closely related field preferred.
- 0-6 months customer service experience in telecommunications industry or network administration experience preferred.
- Prior experience with Asterisk switching software, SIP protocol, SQL database, and general knowledge of national phone network issues preferred.

Necessary Knowledge, Skills and Abilities

- Ability to work 8 hours a day and nights and weekends as assigned.
- Working knowledge of basic email, internet, and versions of Windows operating systems, MS Office
- Basic understanding of network interconnectivity and VOIP products.
- Ability to prioritize work schedules and manage multiple projects simultaneously
- Good customer service skills
- Self-Starter
- Team orientation
- Excellent verbal and written communications skills
- Demonstrated trouble shooting and problem-solving skills

- Ability and willingness to interact directly with customers
- Friendly, helpful, can-do approach with excellent interpersonal skills

Tools and Equipment Used

Computer, telephone, fax and copier

Physical Demands

A review of this position has excluded the marginal functions of the position that are incidental to the performance of the fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently.

The responsibilities outlined above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.